CROSSROADS WIC PROJECT

VENDOR USER MANUAL

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1- OVERVIEW

This manual will aid WIC staff in learning about the function and use of the Vendor module of the application. The Vendor module is a comprehensive solution to help WIC staff manage a variety of functions such as setting up the Vendor module, authorizing a vendor, and evaluating a vendor's compliance with the WIC program. Major functions of this module include the following:

- **Setting up the Vendor Module** – Used to define peer groups, geographic regions for grouping vendors, food baskets and the food items they contain, Federal and State violation definitions, and minimum inventory levels for use throughout the Vendor module.
- **Authorizing a Vendor** – Used to process vendor applications, authorize a vendor to participate in the WIC program, and reauthorize a vendor upon contract expiration.
- **Assessing Vendor Compliance** – Used to document and evaluate monitoring visits or investigations, record complaints, assess violations, and disqualify vendors as needed.
- **Terminating Vendors** – Used to manage the termination of a vendor's contract for various reasons.

Manual Content

This manual includes the following components organized in the order indicated:

- **Table of Contents (TOC)** – Lists each documented training scenario included in this manual. The TOC is organized to complement the delivery of instructor-led, classroom training. Similar scenarios are grouped together by major system functions. Use the TOC to look up training scenarios first by function and then by scenario title.
- **Training Manual Overview** – Outlines the content of this manual and explains how this manual can be used. It includes information about the general structure of this manual and tips to help you get the most out of it.
- **Training Scenarios** – Covers situations that one might encounter in a typical day. Each scenario walks you through an entire process. Scenarios connect the individual tasks necessary to complete a process. The scenarios were written and organized to facilitate an instructor-led training session, but the scenarios can be used as reference guides after your training is complete.

Conventions and Features

This manual follows certain conventions that make it easy for you to use the materials presented and includes the following features that help you identify similar information from one topic to another:

- Training scenarios are grouped together by major system functions, so that you can locate the desired scenario more easily.
- Each training scenario begins with an Overview section that includes an explanation of what is covered within the scenario, so you'll know from the start what you'll be learning.
- Training scenarios are documented using Tasks and Steps. A Task is a major activity in a larger process and indicates a substantial portion of the overall process whereas a Step is one of several user actions within a Task.
- The manual provides Tasks and Steps for differing levels of detail. You can follow the list of Tasks (less detail) or you can go deeper and follow each Step of the process, click by click and action by action (more detail).
- Buttons you'll need to click and data you'll need to enter are accented in bold to help them stand out on the page, so that you can identify these items more easily.

- Pictures of application screens are included within each training scenario to help familiarize you with the screens. Data displayed in the pictures is intended for illustrative purposes only and does not represent live data. During classroom training, use the data supplied by the instructor. Outside of classroom training, enter the appropriate data as necessary to complete the task at hand.

Callout boxes help you find specific types of information quickly. The callout boxes are displayed and defined below.

Notes

The notepad-and-pencil icon displays to the left of paragraphs that provide additional, and usually more detailed, information about the application. Sometimes the notes give you additional information about the screen you're working with, and sometimes the notes inform you where to find additional information elsewhere. Either way, it is well worth your time to watch for these helpful icons.

Using This Manual

This manual can be used as a training manual during instructor-led, classroom training or as a reference guide once training is concluded. Use the table of contents (TOC) to locate a training scenario. Once you've located a specific training scenario, review the Overview section (at a minimum) to find out important details surrounding the scenario such as the starting point, type of data needed, and a summary of the Task(s) to be completed in the overall process. You can follow the associated Steps for more detail as needed.

State-specific Functionality

The application requires some initial setup before it can be used. Setup for the User Manual includes the following:

- **Features** – Certain features of the User Manual are set up using the System Administration module. These features must be set up before the system is used to ensure the system functions as expected. Please refer to the *Manage System Settings* section of the *System Administration Module DFDD* for additional information about state-defined features. The following is a list of applicable system settings:

- **State-defined Questions** – The list of state-defined questions to be prompted on the Vendor Application screen.
- **Vendor Slot Usage** – Enables/disables the use of geographic area slots.
- **Geographic Area States** – Allows use of Federal Information Processing Standards (FIPS) codes to define the geographical regions defined by the state.
- **Vendor Expiration Year Interval** – The duration, in years, of a WIC Vendor contract as defined by the state
- **Filter Variable: Contract Expires in (days)** – Prior to the expiration of the contract this is the period to give notice to the vendor.
- **Minimum Same-Peer Group Days** – The minimum number of days a vendor must be assigned to a specific peer group before the vendor can be returned to the same peer group previously assigned.
- **Peer Group Delay** – The number of days for a vendor to wait before applying for a peer group change in order to allow proper notification.
- **Past WIC Sales History in Months** – The number of past months of redemption used in calculating the vendor's average redemption.
- **Percent Used to Compute Punitive Amount** – The Food and Nutrition Service (FNS)-defined Punitive Percent/Rate to be added to a Civil Money Penalty (CMP) amount. Influences calculations on the Vendor CMP Detail screen.
- **Maximum CMP Per Violation** – The maximum CMP that can be charged for each violation.
- **Maximum CMP Per Investigation** – The maximum CMP that can be charged for each investigation.
- **Maximum Percent CMP Reduction** – The maximum percent reduction that may be applied to a computed CMP. Influences calculations on the Vendor CMP Detail screen.
- **Maximum Percent CMP Increase** – The maximum percent increase that may be applied to a computed CMP. Influences calculations on the Vendor CMP Detail screen.
- **Default Sender Email Address** – Refers to the "From:" email address used for vendor notifications.
- **Notify Local Agency of CMP Issuance** – If enabled, the local agency to which the vendor is associated is notified with an alert when the vendor is issued a CMP.
- **Investigation Case Duration Alert Limit** – The number of days an investigation can be open before a reminder alert message is sent indicating the investigation has not been closed.
- **Max training Event Participants Per Vendor** – The maximum number of participants a vendor may bring to a vendor training event.
- **High Risk Expiration Days** – The number of days after which the High Risk indicator is automatically removed from the vendor.
- **Price Survey Effective Date Max Days In Future** – The number of days in the future that a price survey's Effective Date may be set.
- **Price Survey Resubmission Lock Out Period (days)** – If a Price Survey is identified as non-competitive, the number of days the vendor applicant must wait to re-apply.
- **Price Survey Resubmission Grace Period (days)** – Number of days the vendor applicant has to re-submit a price survey after the previous survey has been rejected.

- **Price Survey Resubmission Maximum Attempts** – The number of times an applicant may re-submit prices in order to meet competitive requirements.
- **New Applicant Price Acceptance Method** – The method by which price competitiveness is determined: by food item analysis or by food basket analysis.
- **NTE Visible to Vendors** – If Yes, the Food Subcategory Not To Exceed (NTE) or Maximum Allowable Price values are displayed on the Price Survey entry screen for the Vendor Portal
- **Monitoring Visit Review Periods Per Year** – Defines the number of periods in a year from the monitoring visit review start date over which vendors are audited.
- **Monitoring Visit Review Start Dates** – The date on which the process of auditing vendors should begin.
- **Sanction Points Implemented** – Determines if the state uses sanction points to penalize vendors for violations assessed.
- **Violation Review Period Definition** – Determines the method used to determine if a pattern of violations has occurred.
- **Review Period Months Default** – If "Within Number of Months" is selected as the Violation Review Period Definition, this field specifies the number of months (in the past) that are reviewed.
- **Sanction Point Disqualification Threshold** – The number of sanction points at which the vendor is disqualified.
- **Sanction Point Lifetime Days** – The number of days since issuance that a sanction point is summed into the total sanctions assessed in determining if the threshold has been reached.
- **Multiple Disqualifications Implementation** – Determines if multiple violations that call for the disqualification of a vendor for a period of months are considered on consecutive, or concurrent periods.
- **Contract Expiration Expires Violations** – Enables/disables the expiration of violations and sanction points when a vendor's contract expires.
- **Probationable** – If enabled, new vendors are considered probationary for a period of time.
- **First Probation Days** – For new vendors on probation, the number of days after the contract start date when an alert is sent indicating oversight of the vendor is due.
- **Second Probation Days** – For new vendors on probation, the number of days after the contract start date when an alert is sent indicating oversight of the vendor is due.
- **Probation End Days** – For new vendors on probation, the number of days after the contract start date when the vendor's probation flag is automatically removed.

2- SEARCH VENDOR

Search Vendor

This scenario explains the process of searching for vendor records and accessing vendor records, as well as application processing submitted by a vendor applicant via the internet.

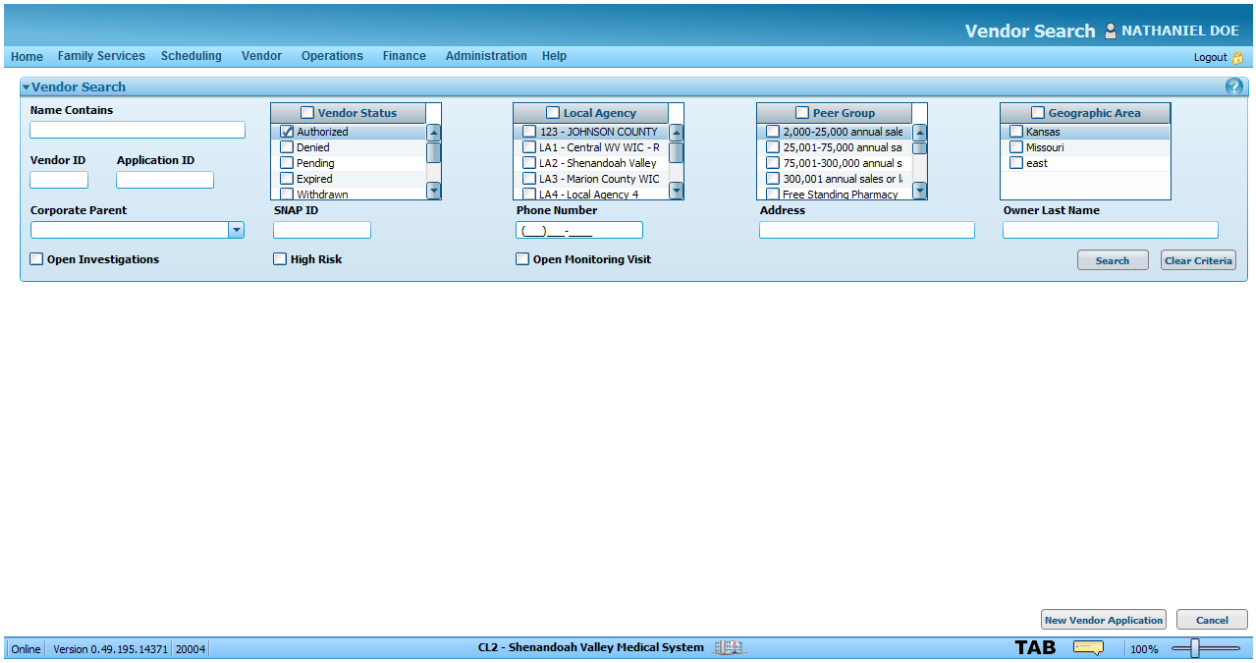
This process includes the following task(s):

Task A. Using the Vendor Search Screen 2-2
Task B. Viewing the Vendor Folder 2-5
Task C. Searching for Online Applications 2-10
Task D. Accessing Online Applications 2-11

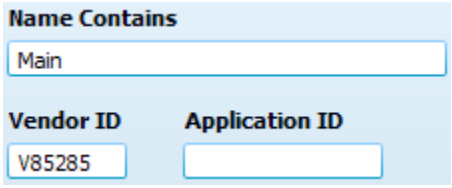
Task A. Using the Vendor Search Screen

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Search Vendor**. The **Vendor Search** screen displays.

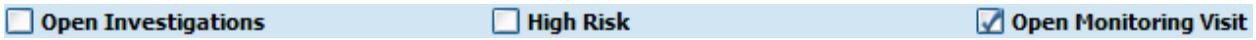


2. Enter the full or partial name of the vendor in **Name Contains**.
3. Enter the **Vendor ID** number associated to the vendor.
4. Enter the **Application ID** number associated to the vendor.

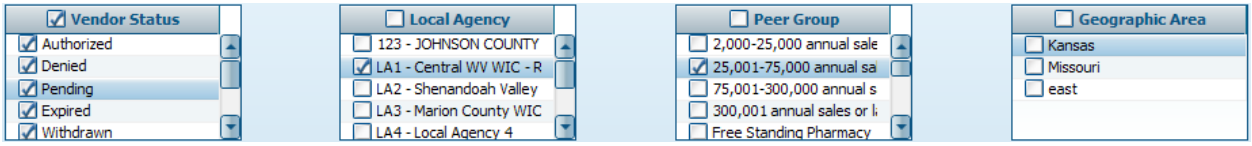


5. Enter or select the **Corporate Parent**.
6. Enter the **SNAP ID** number associated to the vendor.
7. Enter the **Phone Number** associated to the vendor.
8. Enter the **Address** associated to the vendor.
9. Enter the last name of an owner associated to the vendor in **Owner Last Name**.

10. Select the **Open Investigations** check box, if applicable.
11. Select the **High Risk** check box, if applicable.
12. Select the **Open Monitoring Visit** check box, if applicable.



13. Select criteria from the following check box groups, if applicable:
    - **Vendor Status** (the application status of the vendor)
    - **Local Agency**
    - **Peer Group**
    - **Geographic Area**

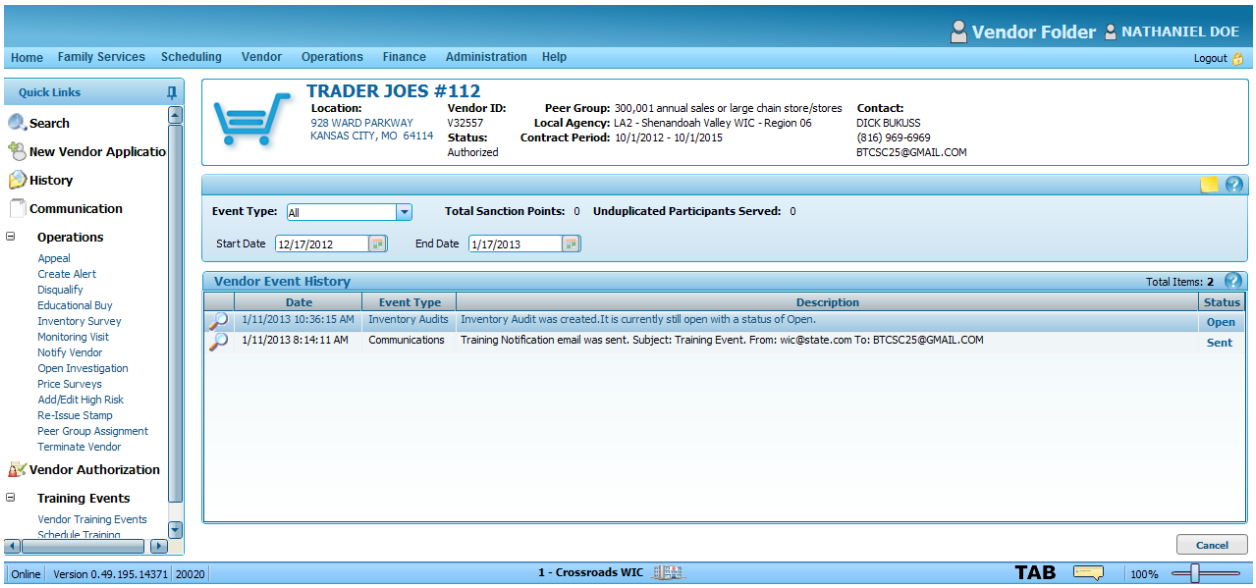


Enter as few or as many criteria as needed or known. It is not necessary for every item to be completed for the search to be successful.

14. Once criteria have been selected, click **Search**. The results of the search are displayed in the **Search Results** grid.

Click Clear Criteria to clear all search selections.

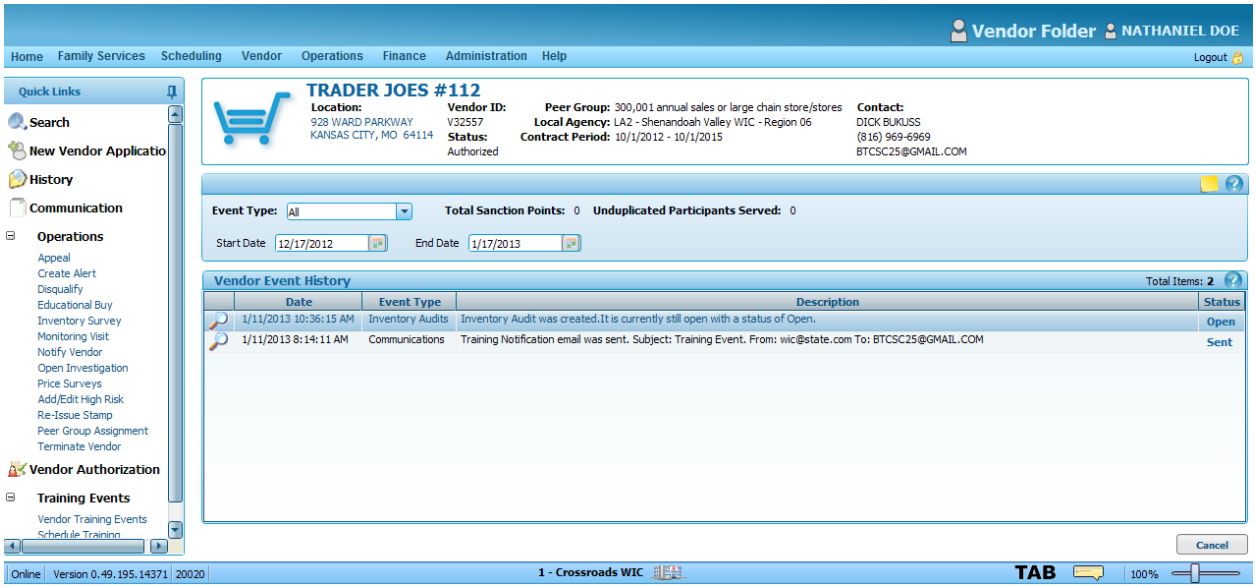
15. Click the **Edit** button ( ) to open the vendor record. The **Vendor Folder** screen displays.



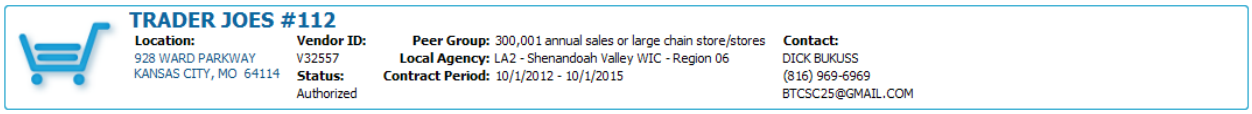
Task B. Viewing the Vendor Folder

Complete the following steps to perform this task:

1. View the **Vendor Folder**.

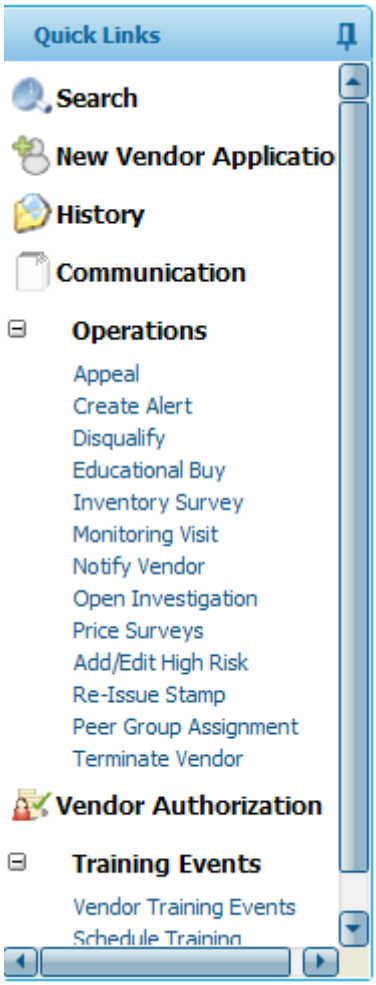


2. View the vendor banner.

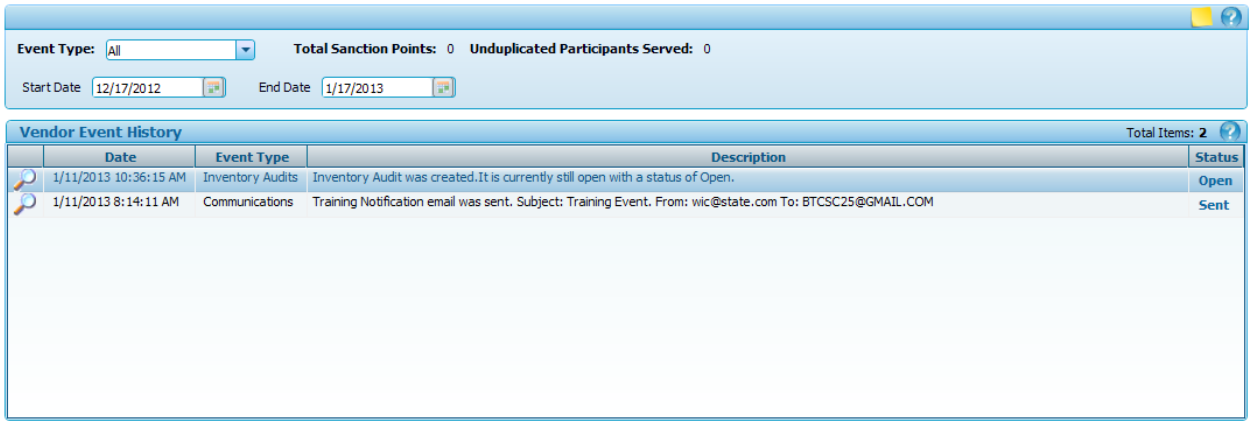


The vendor banner displays a variety of information about the selected vendor.

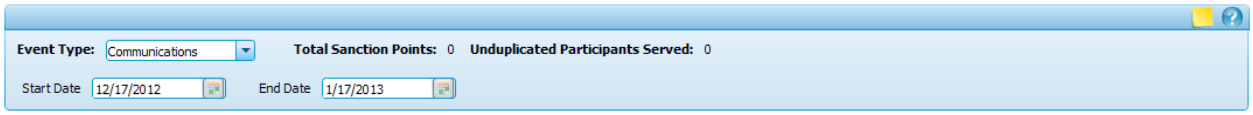
3. View the list of **Quick Links**.



4. View the **Vendor Event History**.

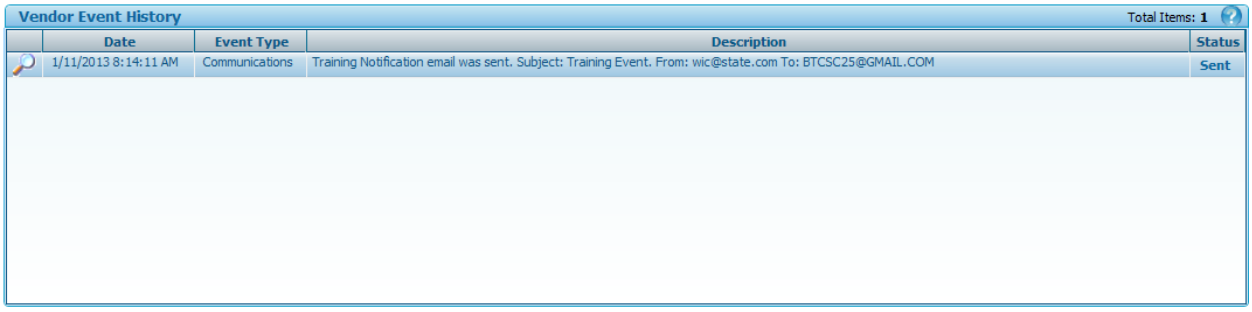


5. Filter the **Vendor Event History** grid, by doing the following:
   - Enter or select the **Event Type**.
   - Enter or select the **Start Date**.
   - Enter or select the **End Date**.



Total Sanction Points and Unduplicated Participants Served is view only and is updated based on the filter criteria selected.

6. View the **Vendor Event History** grid.



7. To access a previously created event, click the **View** button ( ) within the **Vendor Event History** grid. The selected event screen displays.

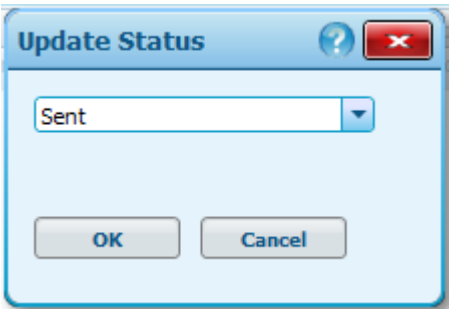
```
TRAINING NOTIFICATION


Title: Scheduled Date:
Scheduled Time:
Type:
Location:

Vendor Name: TRADER JOES #112
Vendor Physical Address: 928 WARD PARKWAY
KANSAS CITY, Missouri 64114
Vendor Mailing Address: 928 WARD PARKWAY
KANSAS CITY, Missouri 64114
Vendor Telephone Number(s): (816) 854-7855
Vendor Fax Number:
Vendor Email Address: BTCSC25@GMAIL.COM
Vendor Contact Name: DICK BUKUSS
Vendor Contact Title:
Vendor Contact Telephone Number: (816) 969-6969
Vendor Location (county): JACKSON
Vendor Location (city): KANSAS CITY
Vendor Store Type: Retail
Vendor Authorization Initial Start Date: 9/27/2012
Vendor Authorization Current Contract Start Date: 10/1/2012 12:39:42 PM
Vendor Authorization Expiration/Closed Date: 10/1/2015 12:00:00 AM
Vendor Authorization Status: Authorized
Vendor Owner Name: BUCK WILLIAMS
Vendor Owner Percent of Ownership: 100%
```

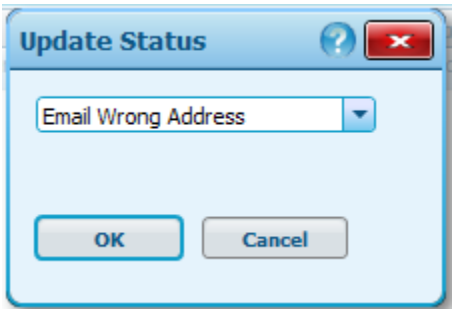
Click Cancel or dismiss the screen to return to the Vendor Folder screen.

8. Click the status of a communication event to update its status. The **Update Status** screen displays.



Status updates can be performed on communication events only. The status of all other event types are set and can only be changed by completing, closing, or updating the event.

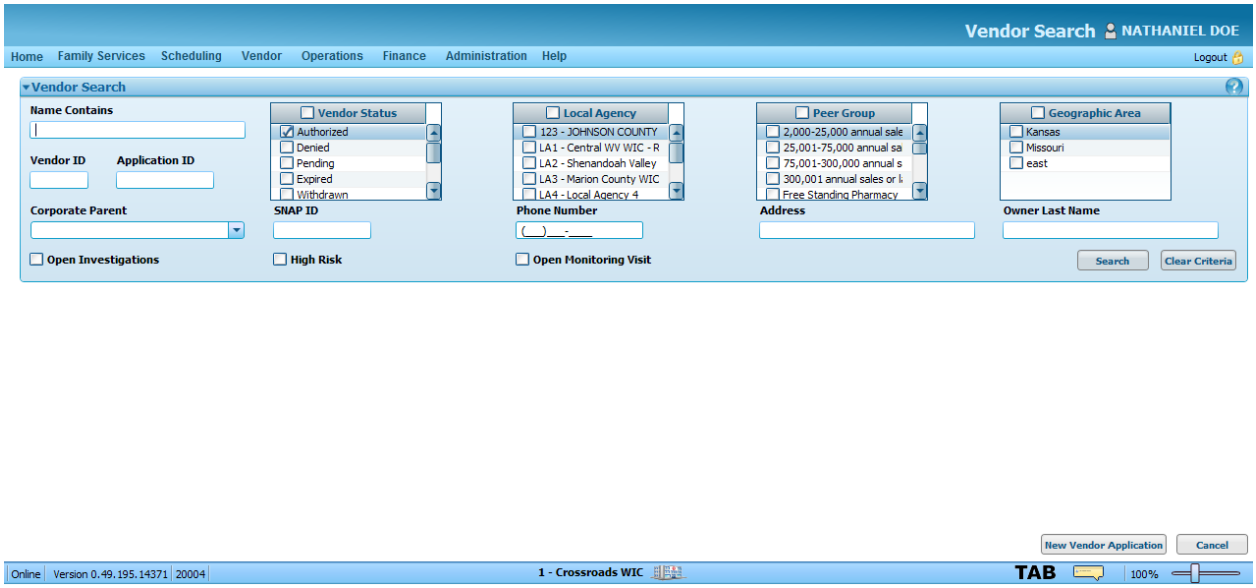
9. Select the desired status and then click **OK**. You are returned to the **Vendor Folder** screen and the grid displays the newly selected status.



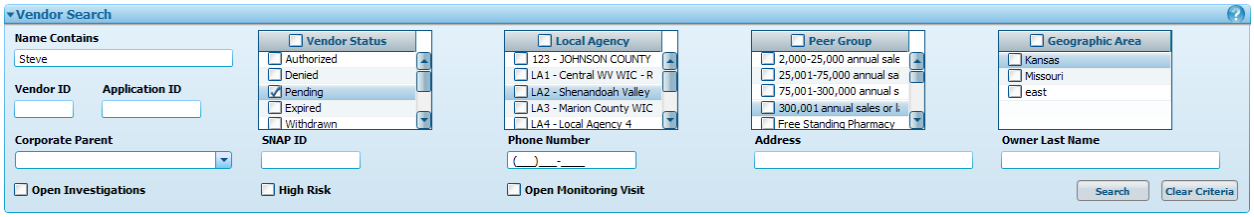
Task C. Searching for Online Applications

Complete the following steps to perform this task:

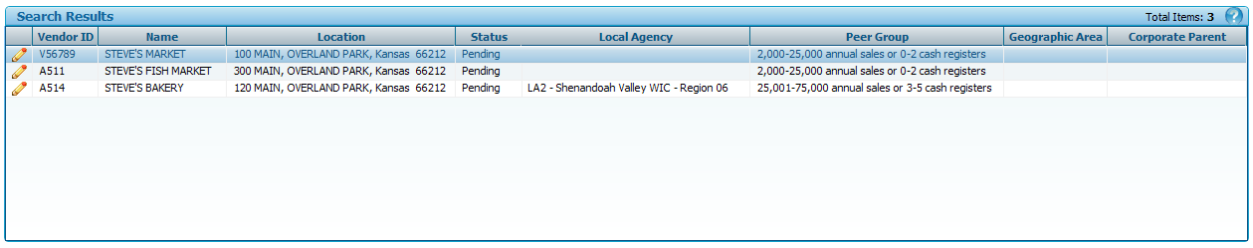
1. Go to **Vendor → Search Vendor**. The **Vendor Search** screen displays.



2. Under **Vendor Status**, select the **Pending** check box.
3. If additional search criteria is known, enter the information.



4. Click **Search**. A list of pending vendor applicants is shown.

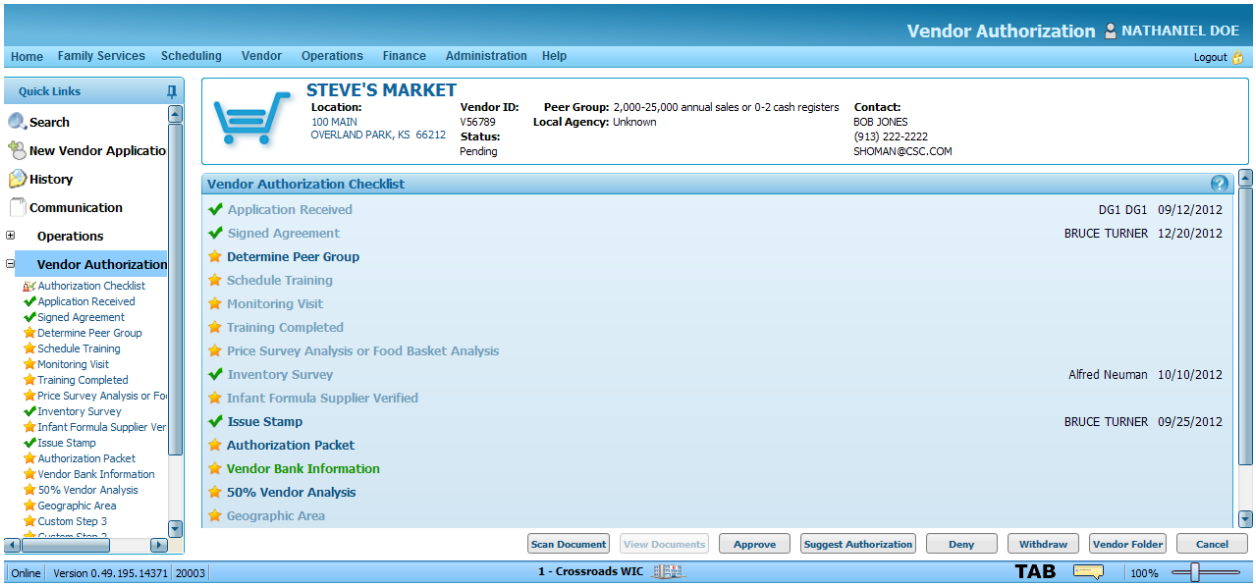


Alerts for new portal applications show on the Tasks Stats area of the Home screen for staff with necessary viewing privileges.

Task D. Accessing Online Applications

Complete the following steps to perform this task:

1. When you have identified the vendor application to open, click the **Edit** button ( ). The **Vendor Application** displays.



2. Once the **Vendor Folder** displays, authorize online applications the same as applications entered via the system.

Congratulations!

You have successfully completed the **Search Vendor** process.

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3- NEW VENDOR

New Vendor

The vendor management functional area supports the management of the retail vendor aspect of the WIC program. It tracks the vendor authorization process; captures information about authorized vendors, monitors vendor training, routine vendor monitoring and communications, and helps identify potentially abusive vendor practices for which additional monitoring or investigation is needed. It also supports record audits and maintains a comprehensive vendor profile including information about vendor demographics, corporate/parent offices, training, monitoring and compliance activities. Once vendor applicant information has been submitted through the vendor website or entered by WIC staff using the application, all of the submitted information needs to be verified using state-defined processes; managed in the form of the **Vendor Authorization Checklist**. This scenario guides you through the process of completing the tasks associated with authorizing a vendor.

This process includes the following task(s):

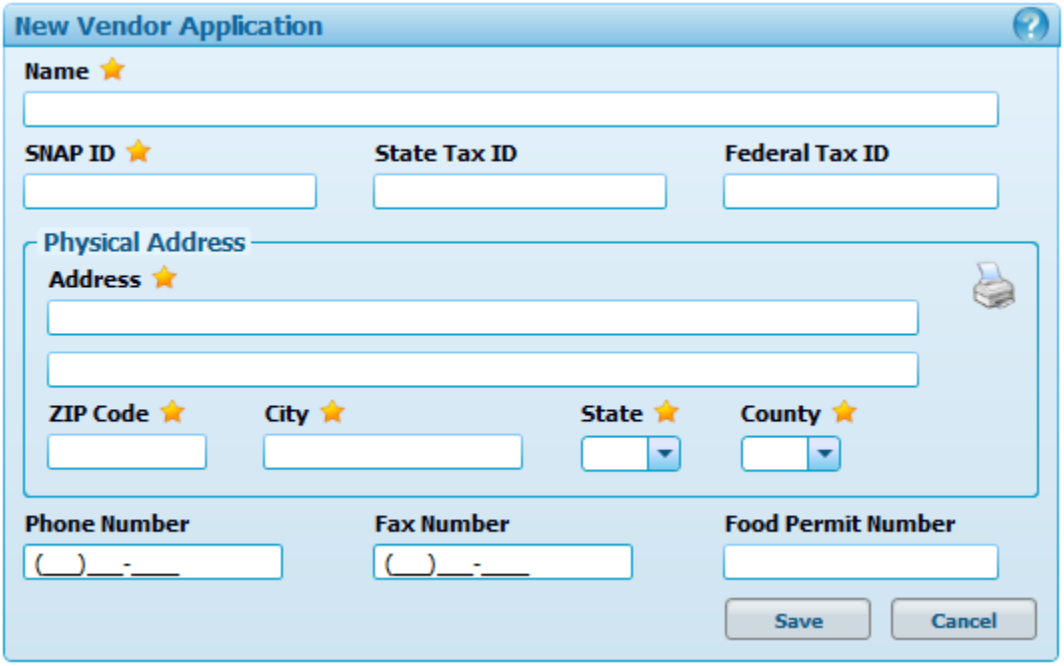
Task A. Completing the New Vendor Application Screen..... 3-2

Task B. Completing the Vendor Application Screen..... 3-6

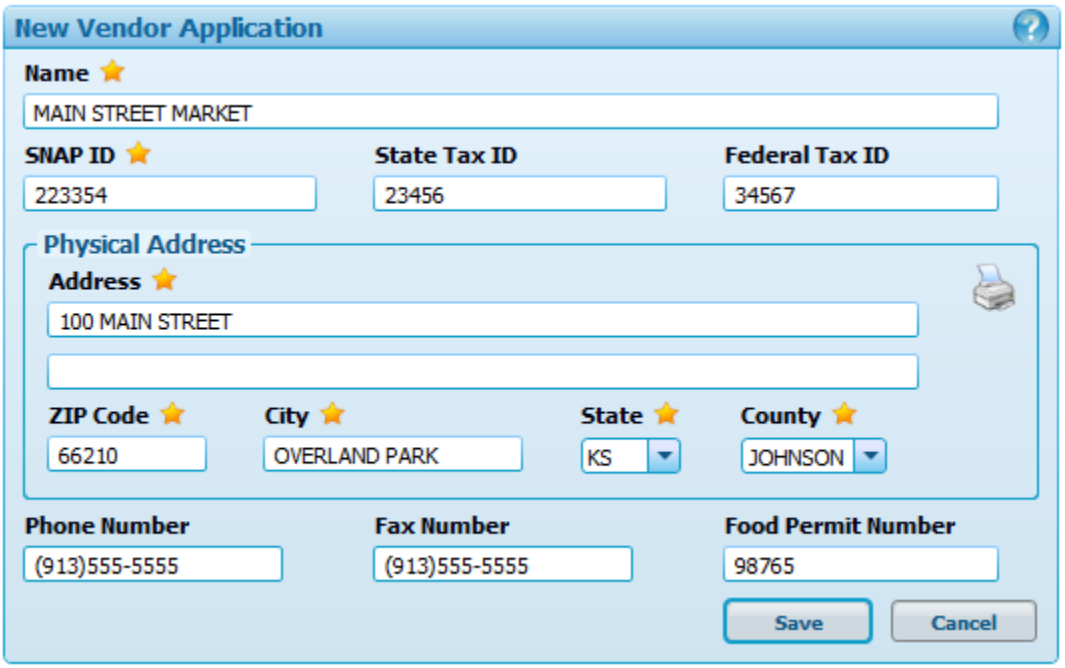
Task A. Completing the New Vendor Application Screen

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → New Vendor**. The **New Vendor Application** screen displays.



2. Enter the vendor's **Name**.
3. Enter the **SNAP ID**.
4. Enter the **State Tax ID**.
5. Enter the **Federal Tax ID**.
6. Enter **Physical Address** including ZIP code, city, state and county.
7. Enter the **Phone Number**.
8. Enter the **Fax Number**.
9. Enter the **Food Permit Number**.

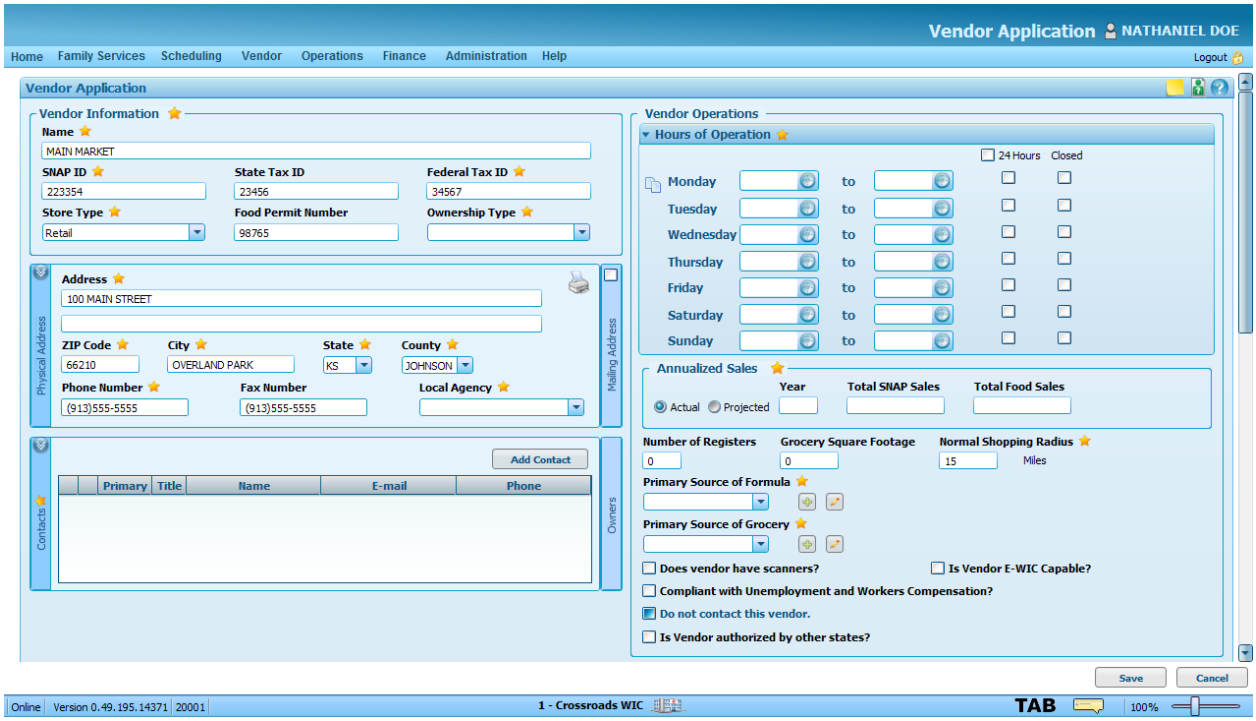


Duplicate names and address are allowed. However, the SNAP ID must be a unique number.

The printer icon is used to print mailing labels with the vendor information in the application. Click this icon to enter the label type information, then click Print to open the address as a PDF file which can then be printed.

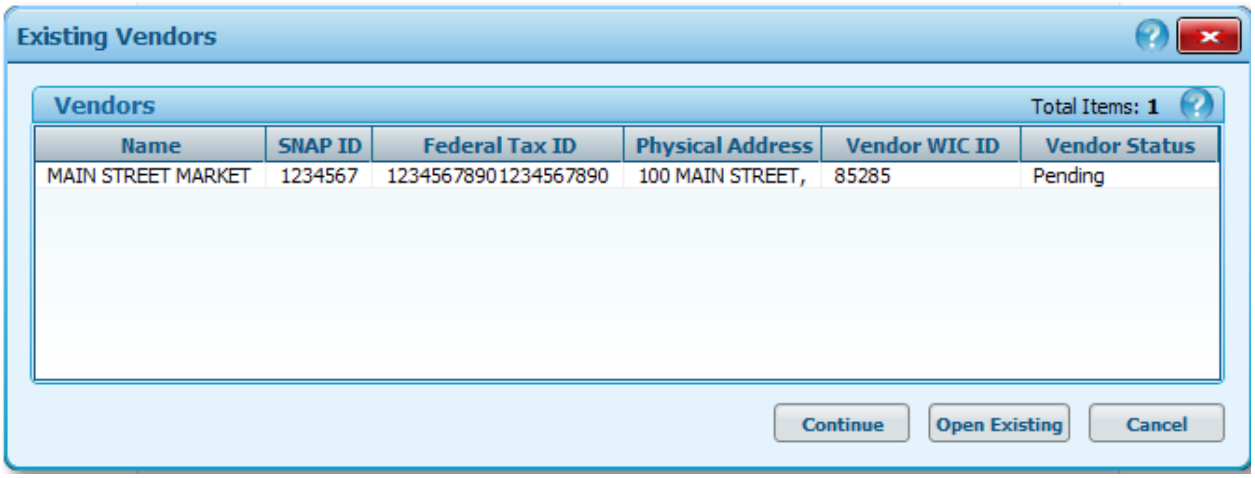
10. Click **Save**. One of the following occurs:

- A status message displays indicating success and the **Vendor Application** screen displays.



The Vendor Application screen populates with the information entered on the New Vendor Application screen.

- The **Existing Vendors** screen displays indicating an existing vendor record.



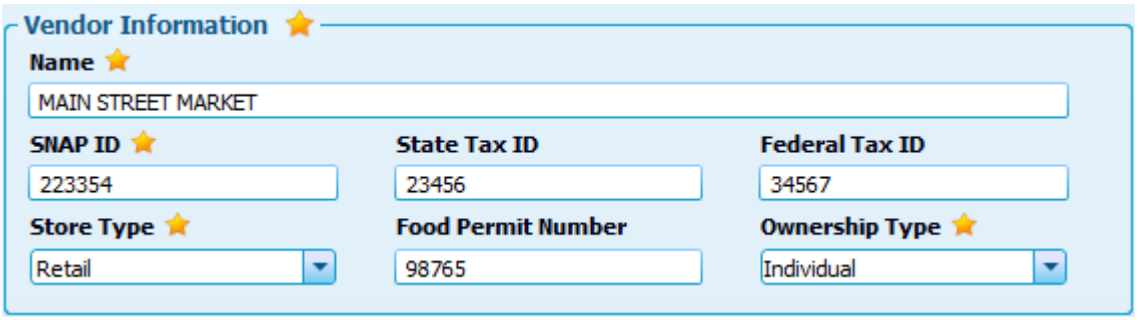
  - Click **Continue** to proceed with adding the new vendor. The **Vendor Application** screen displays.

- Select a vendor in the grid and click **Open Existing** to open an existing vendor record. The **Vendor Folder** for the selected vendor displays.
- Click **Cancel** to return to the **New Vendor Application** screen and to make changes.

Task B. Completing the Vendor Application Screen

Complete the following steps to perform this task:

1. In the **Vendor Information** group box, complete the following:
   - Enter the **Name**.
   - Enter **SNAP ID**.
   - Enter **State Tax ID**.
   - Enter **Federal Tax ID**.
   - Enter or select the **Store Type**.
   - Enter the **Food Permit Number**.
   - Enter or select the **Ownership Type**.



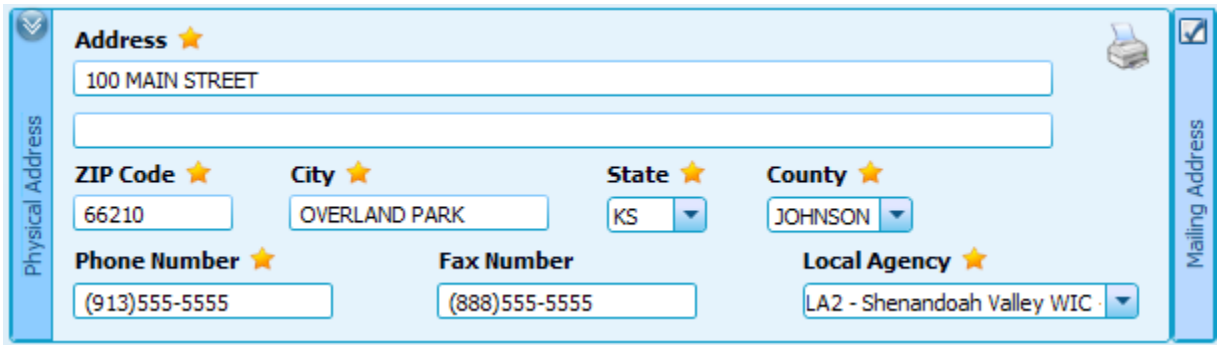
The example above illustrates a Store Type of Retail and an Ownership Type of Individual.

If an Ownership Type of Corporation is selected, the screen refreshes and displays a Corporation field for which a value is required.

2. In the **Physical Address** box, complete the following:
   - Enter the **Address**.
   - Enter the **ZIP Code**.

Entry of a valid ZIP Code populates the City, State, and County fields.

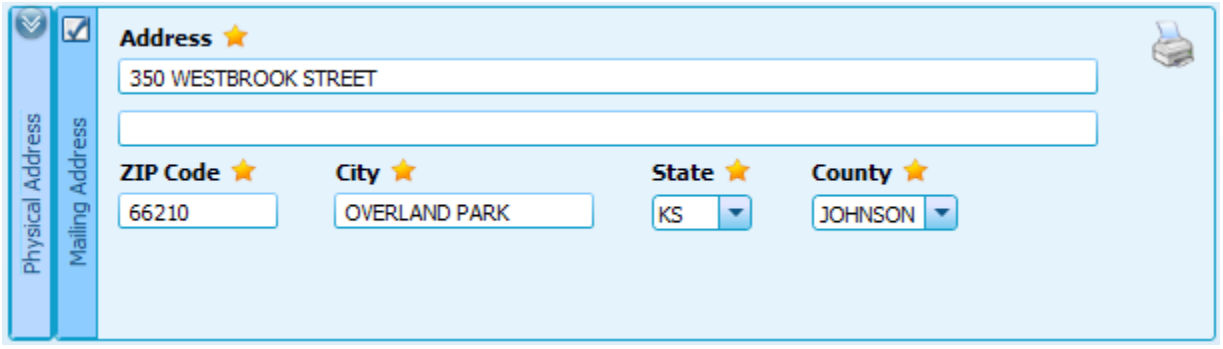
- Enter the **City**.
- Enter or select the **State**.
- Enter or select the **County**.
- Enter the **Phone Number**.
- Enter the **Fax Number**.
- Enter or select the **Local Agency**.



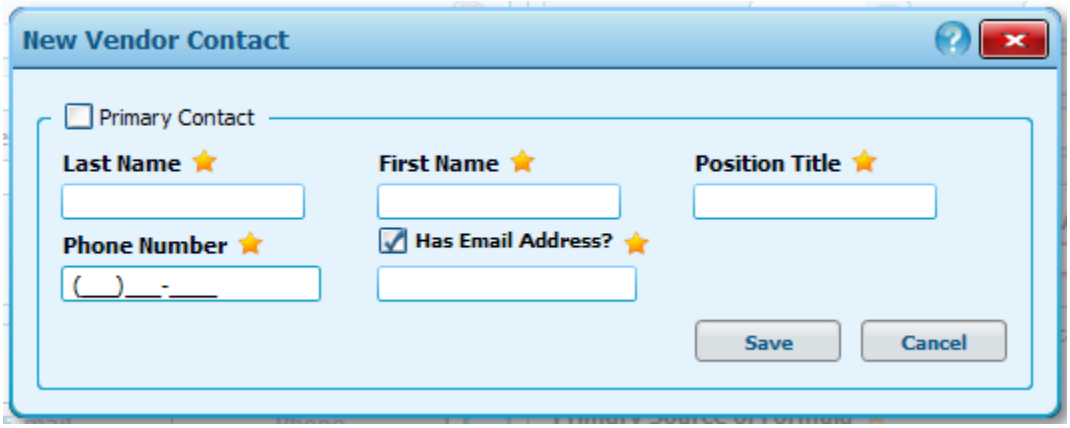
If the mailing address differs from the physical address, click on the Mailing Address slider, and complete the information.

3. If the **Mailing Address** differs from the **Physical Address**, click on the **Mailing Address** slider and do the following:

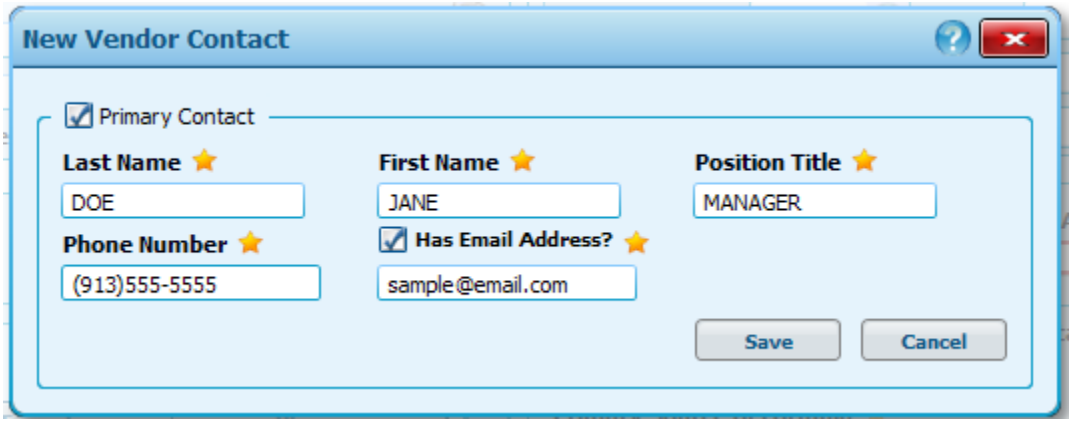
- Click the **Mailing Address** check box to enable the fields.
- Enter the **Address**.
- Enter the **ZIP Code**.
- Enter the **City**.
- Enter or select the **State**.
- Enter or select the **County**.



4. Within **Contacts**, click **Add Contact**. The **New Vendor Contact** screen displays.



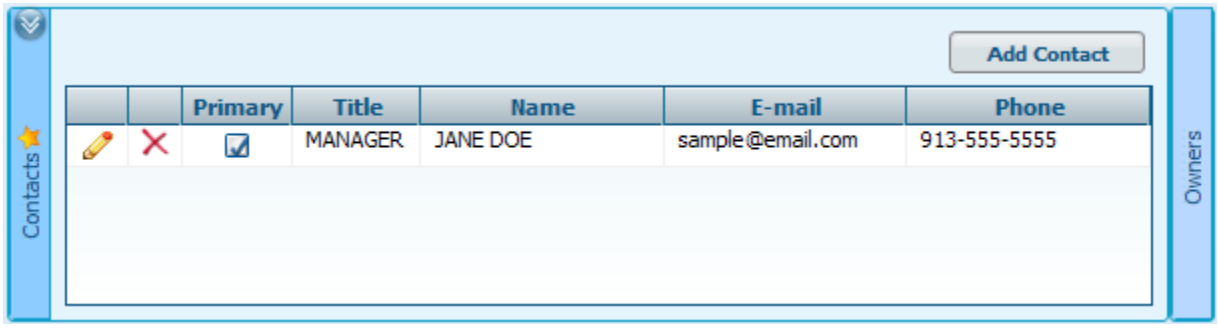
5. Complete the following information:
   - Select the **Primary Contact** check box, if applicable.
   - Enter the **Last Name**.
   - Enter the **First Name.**
   - Enter the **Position Title**.
   - Enter the **Phone Number**.
   - Select the **Has Email Address** check box and enter their email, if applicable.



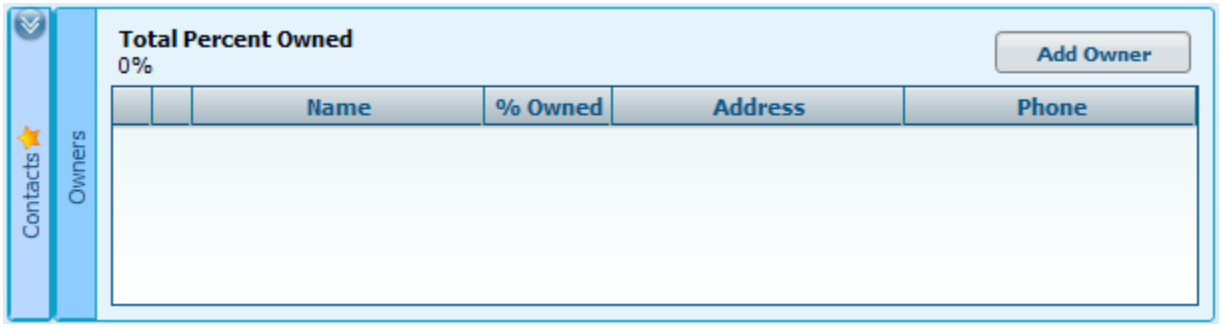
Multiple contacts can be added. However, one contact must designated as the Primary Contact.

If the Has Email Address check box is selected, an email address is required. Once provided, email will be the default method of communication.

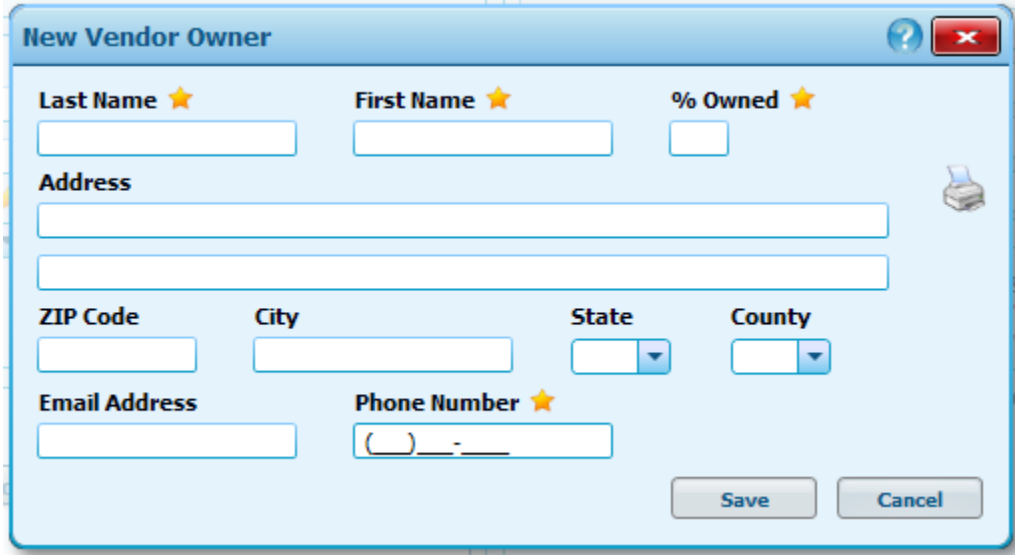
6. Click **Save**. The screen refreshes and the **Contacts** grid displays the contact information.



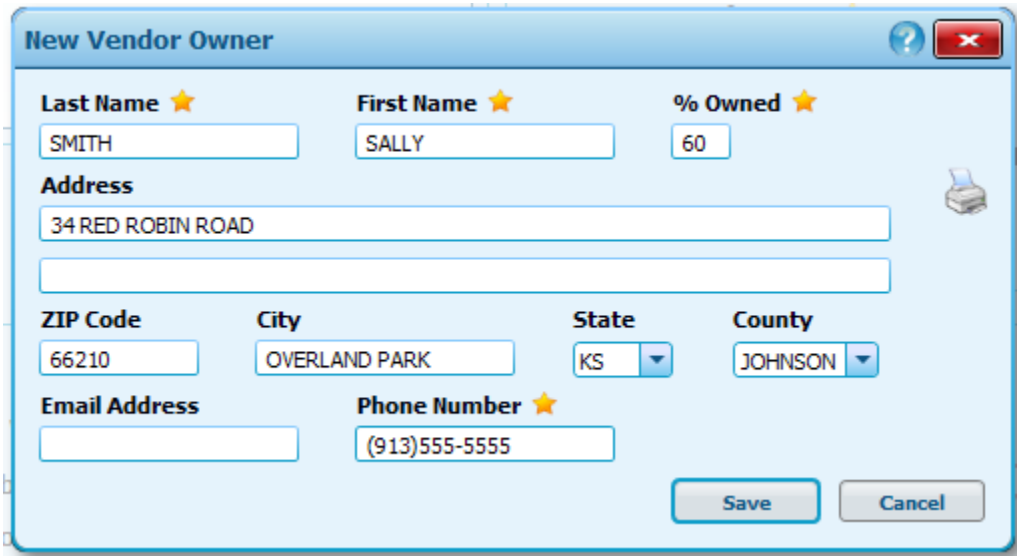
7. Click on the **Owners** slider.



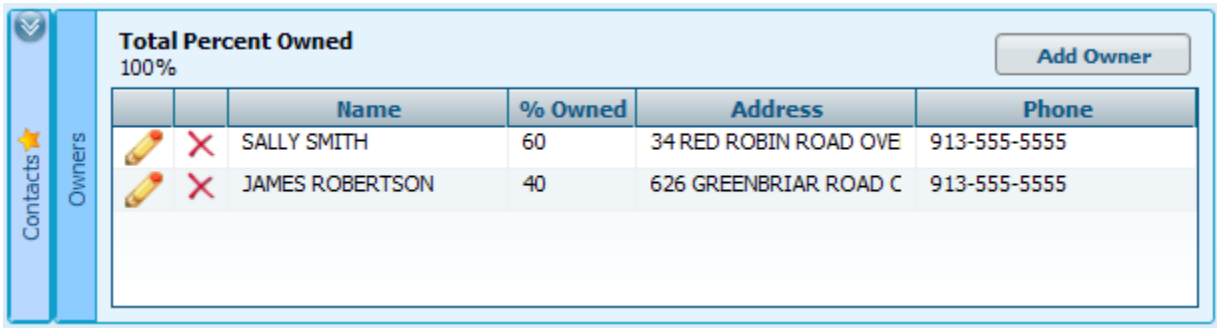
8. Within **Owners**, click **Add Owner**. The **New Vendor Owner** screen displays.



9. Complete the following:
   - Enter the **First Name**.
   - Enter the **Last Name**.
   - Enter the **Percent Owned**.
   - Enter the **Address**.
   - Enter the **Zip Code**.
   - Enter the **City**.
   - Enter or select the **State**.
   - Enter or select the **County**.
   - Enter the **Email Address**.
   - Enter the **Phone Number**.



10. Click **Save**. The screen refreshes and the **Owners** grid is updated.



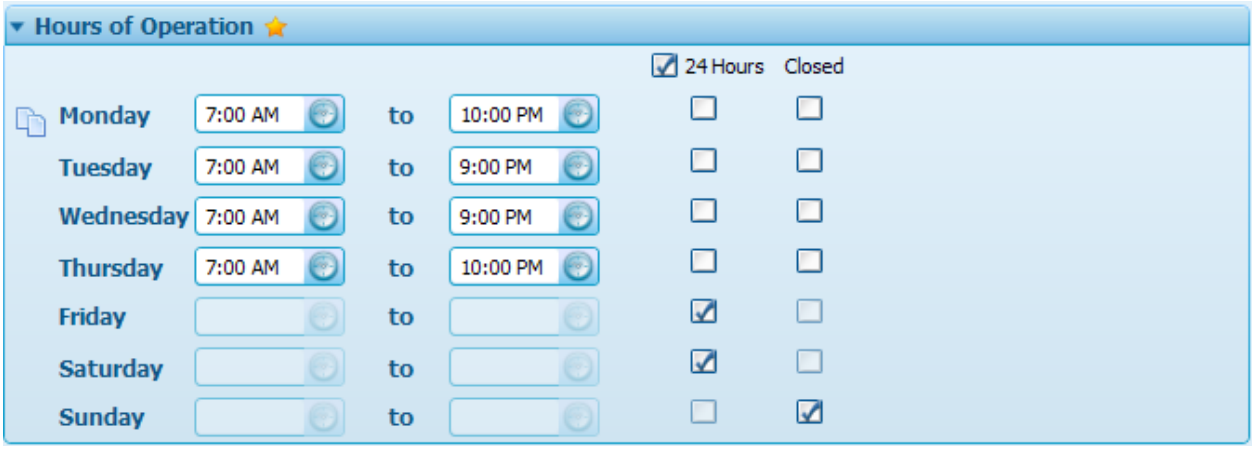
Total Percent Owned is updated as owners are added to the grid. Add additional owners as necessary to equal 100% owned.

11. Under **Hours of Operation**, do one of the following:

- Select the **24 Hours** check box to indicate the vendor is open 24 hours a day, if applicable.
- Enter or select a start and end time for **Monday**.

Click the icon ( ) next to Monday to set all days equal to Monday.

- Enter or select start and end times for each day of the week, individually, as needed.



Checking the 24 Hours check box indicates that a store is open 24 hours a day, every day. Individual days can be unselected and then operating hours can be defined, as necessary.

Select the Closed check box for each day of the week the vendor is closed.

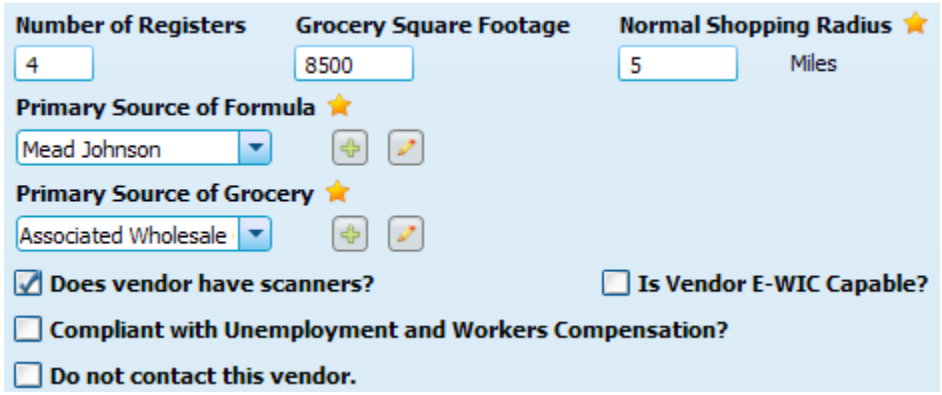
12. Within the **Annualized Sales** group box, complete one of the following:

- Select the **Actual** radio button, then:
  - Enter the **Year**.
  - Enter **Total SNAP Sales**.
  - Enter **Total Food Sales**.

- Select the **Projected** radio button, then:
  - Enter the **Total SNAP Sales**.

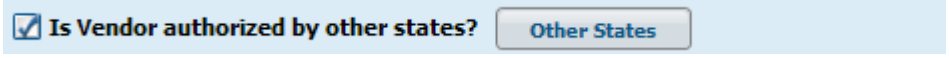
- Enter the **Total Food Sales**.

13. Enter the **Number of Registers**.
14. Enter **Grocery Square Footage**.
15. Enter **Normal Shopping Radius** (miles).
16. Enter or select the **Primary Source of Formula**.
17. Enter or select the **Primary Source of Grocery**.
18. Select the check boxes that apply:
    - **Does vendor have scanners?**
    - **Is Vendor E-WIC Capable?**
    - **Complaint with Unemployment and Workers Compensation?**
    - **Do not contact this vendor.**

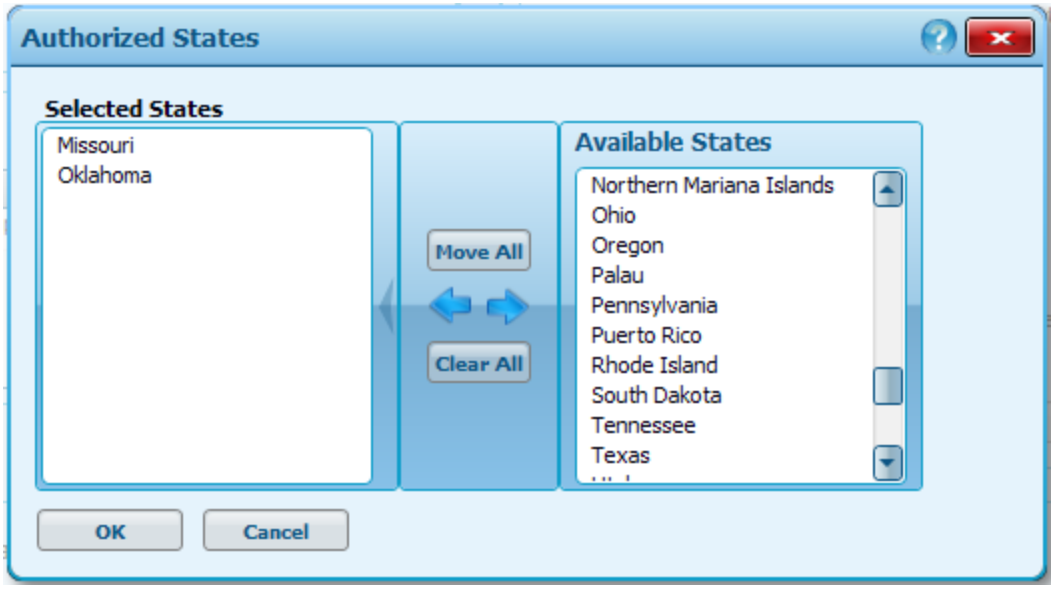


Next to the Primary Source of Formula and Primary Source of Grocery is an Add button ( ) and an Edit button ( ). Use the Add button ( ) to add another primary source of formula and grocery. Use the Edit button ( ) to make changes to those already added.

- **Is Vendor authorized by other states?**
  - If selected, the **Other States** button is displayed.

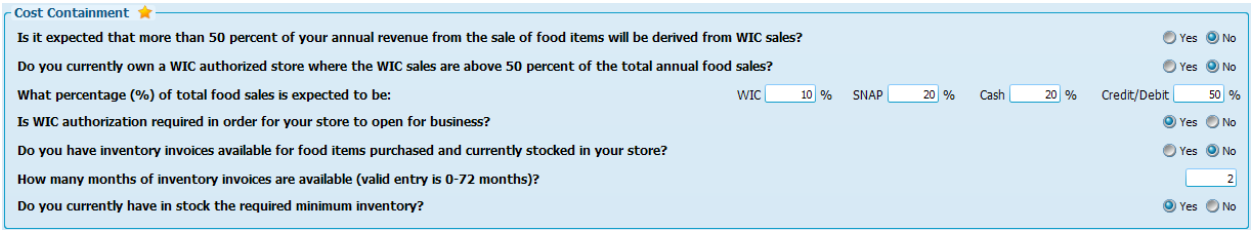


  - Click **Other States**. The **Authorized States** screen displays.



- Click **OK**. You are returned to the **Vendor Application** screen.

19. Complete the information under **Cost Containment**.


Cost Containment
Is it expected that more than 50 percent of your annual revenue from the sale of food items will be derived from WIC sales? Yes No
Do you currently own a WIC authorized store where the WIC sales are above 50 percent of the total annual food sales? Yes No
What percentage (%) of total food sales is expected to be: WIC 10 % SNAP 20 % Cash 20 % Credit/Debit 50 %
Is WIC authorization required in order for your store to open for business? Yes No
Do you have inventory invoices available for food items purchased and currently stocked in your store? Yes No
How many months of inventory invoices are available (valid entry is 0-72 months)? 2
Do you currently have in stock the required minimum inventory? Yes No

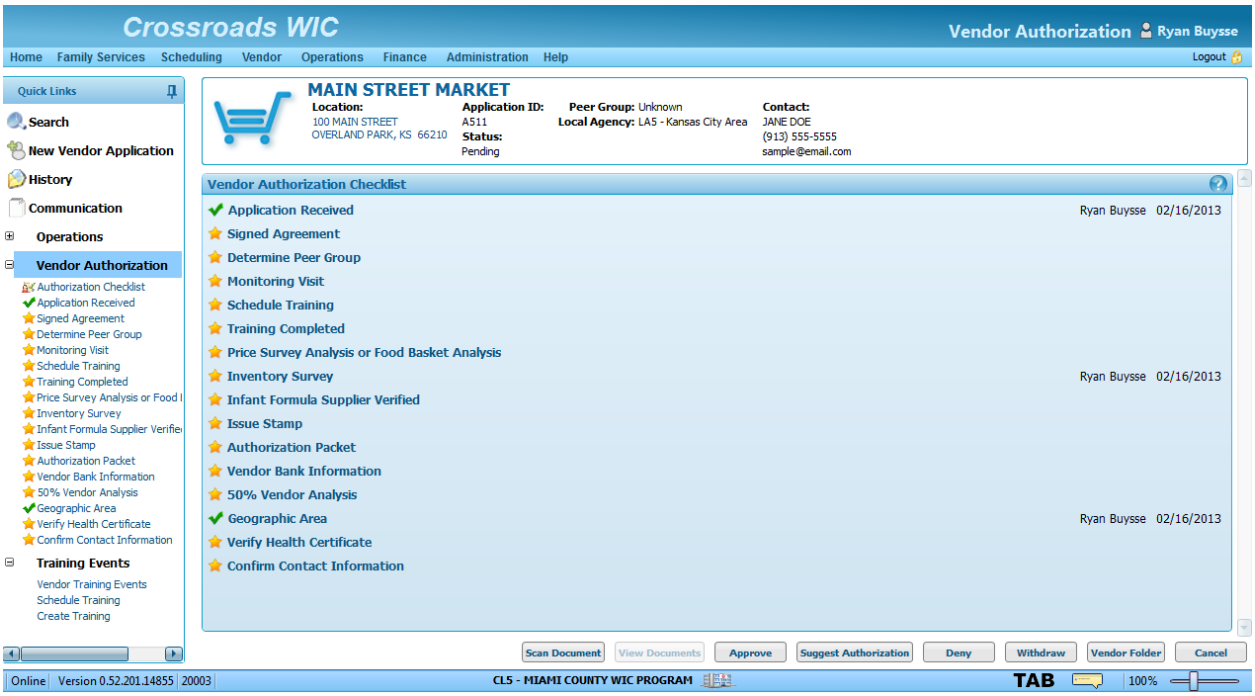
The values entered for What percentage (%) of total food sales is expected to be: WIC, SNAP, Cash, Credit/Debit must equal 100%. (i.e.- WIC 10%, SNAP 15%, Cash 25% and Credit/Debit 50%).

20. Under **State Defined Questions**, enter or select information for each question, as applicable.

State Defined Questions
Store's county sanitation permit number: 349873
County Sanitation Permit Expiration date: June 2013
Do the scanners identify WIC foods?
Name of the business as registered with the WV Tax Department: Main Market
Type of sales to include:
Gasoline
Special Formula
Household Products
Bread
Fresh Vegetables/Fruits
Canned Vegetables/Fruits
Beef
Poultry
Pork
Sandwich Meats
Tofu
Rice
Baby Foods
Has the manager ever been convicted of a misdemeanor involving fraud, theft or misused of state or federal funds, or any felony?
Have the owners ever been disqualified, suspended, withdrawn, or fined by the WIC program in North Carolina or any other state? If yes, explain and give dates:

State Defined Questions are defined during the setup process.

21. Click **Save**. A status message displays indicating success. The screen refreshes and the **Vendor Authorization** screen displays which includes the **Vendor Authorization Checklist**.



The Vendor Authorization Checklist provides a visual indication of the status of each segment of the overall application process. Each completed segment displays a green checkmark icon (✔).

Information documented on the Vendor Application screen results in the completion of one or more Vendor Authorization Checklist items.

Congratulations!

You have successfully completed the **New Vendor** process.

Quick Links: Operations - Appeal

The scenario explains the process of adding appeals, logging appeals outcomes, and closing appeals. A vendor can appeal an action or decision that is or is not investigation related.

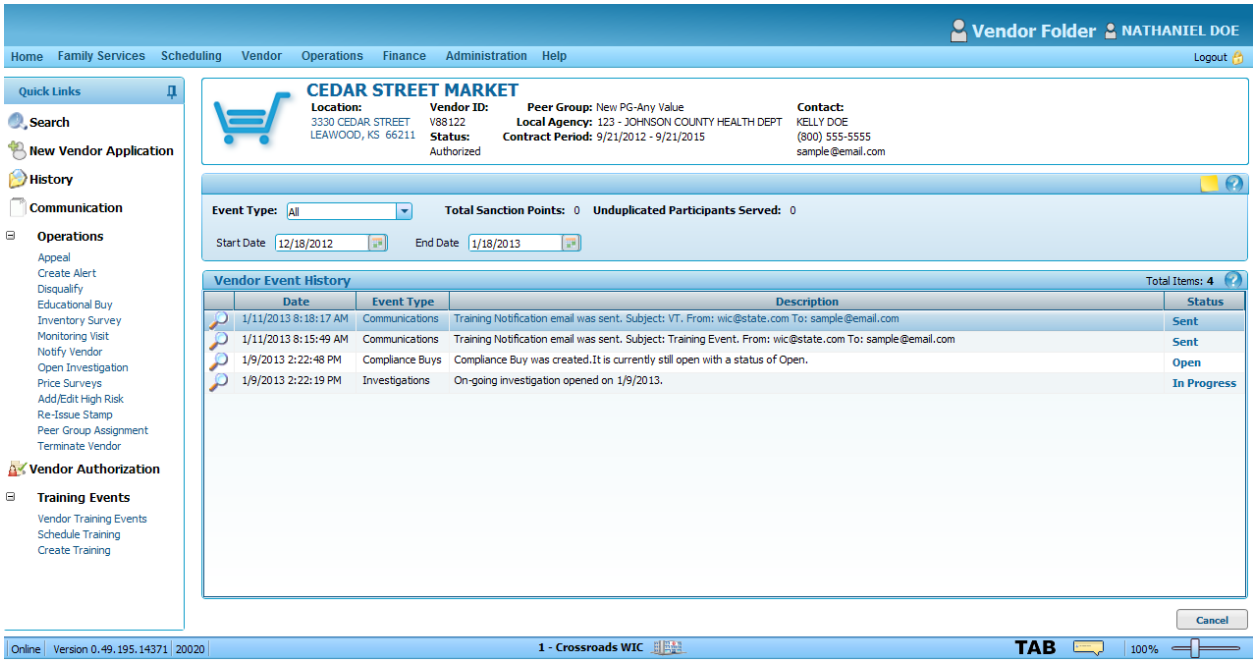
This process includes the following task(s):

Task A. Adding Appeals 3-17
Task B. Logging Appeal Outcomes 3-21

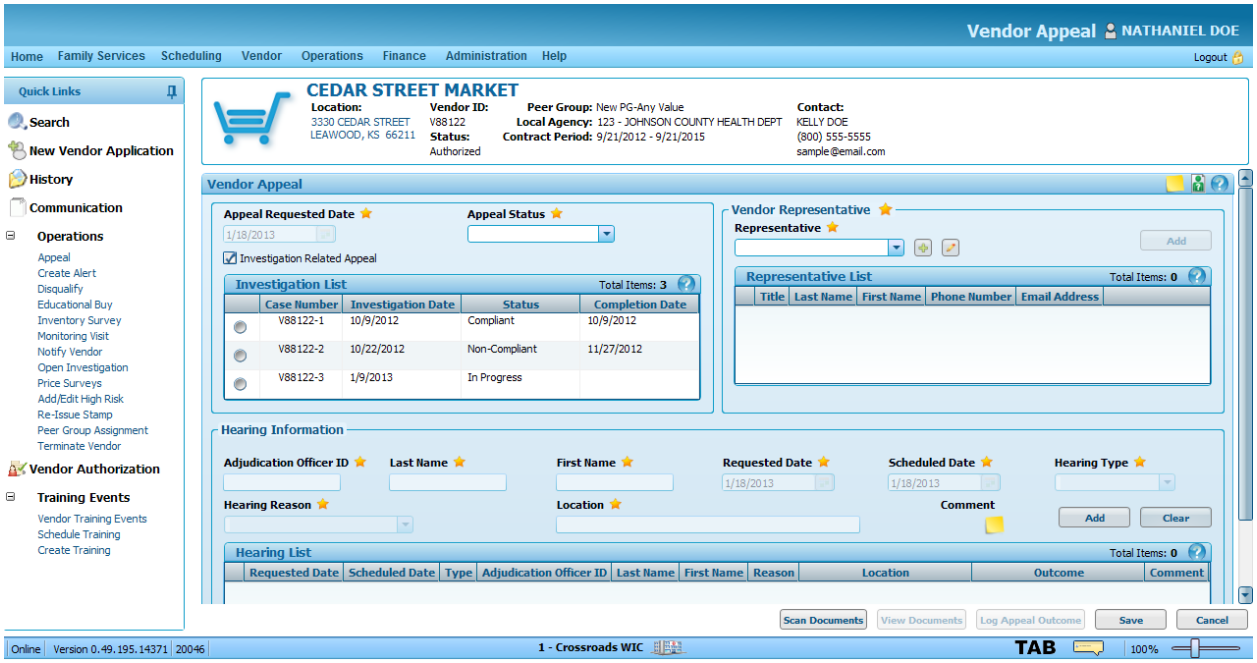
Task A. Adding Appeals

Complete the following steps to perform this task:

1. Search for and access the desired vendor record.



2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations→ Appeal**. The **Vendor Appeal** screen displays.

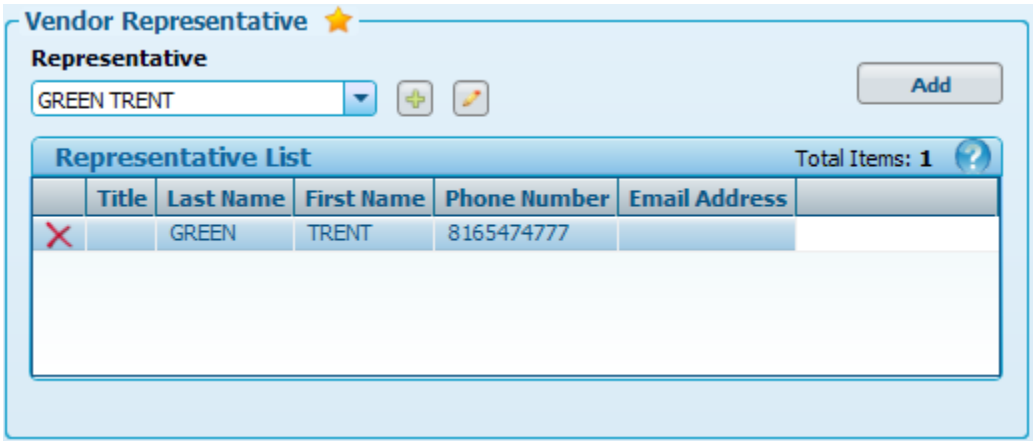


3. Enter or select the **Appeal Requested Date**.
4. Enter or select the **Appeal Status**.
5. Select (or unselect) the **Investigation Related Appeal** check box, as necessary.
   - If selected, select the related appeal within the **Investigation List** grid.

6. Enter or select the **Representative**.

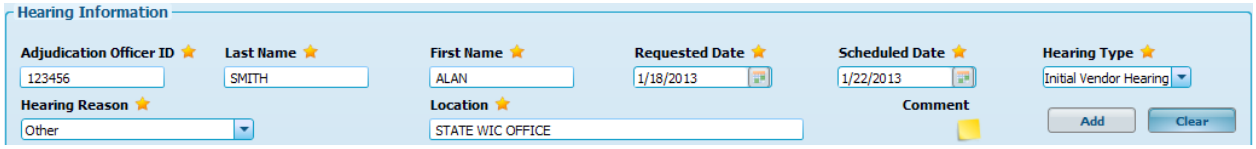
> Next to Representative is an Add button ( ) and an Edit button ( ). Use the Add button ( ) to add another representative. Use the Edit button ( ) to make changes to those already added.

7. Click **Add**. The selected **Vendor Representative** is added to the **Representative List** grid.



8. Under **Hearing Information**, complete the following:

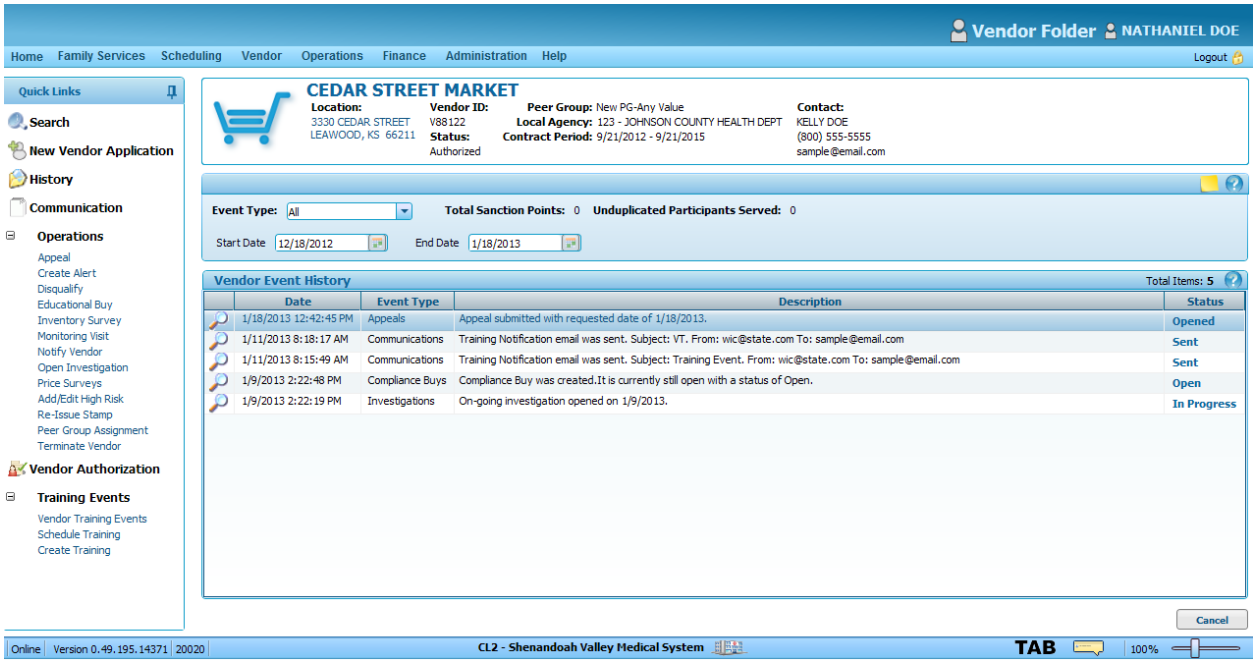
- Enter the **Adjudication Officer ID**.
- Enter the **Last Name**.
- Enter the **First Name**.
- Enter or select the **Requested Date**.
- Enter or select the **Scheduled Date**.
- Enter or select the **Hearing Type**.
- Enter or select the **Hearing Reason**.
- Enter the **Location**.



- Click **Add**. The **Hearing Information** is added to the **Hearing List** grid.

Use the Edit button ( ) to make changes to those already added.

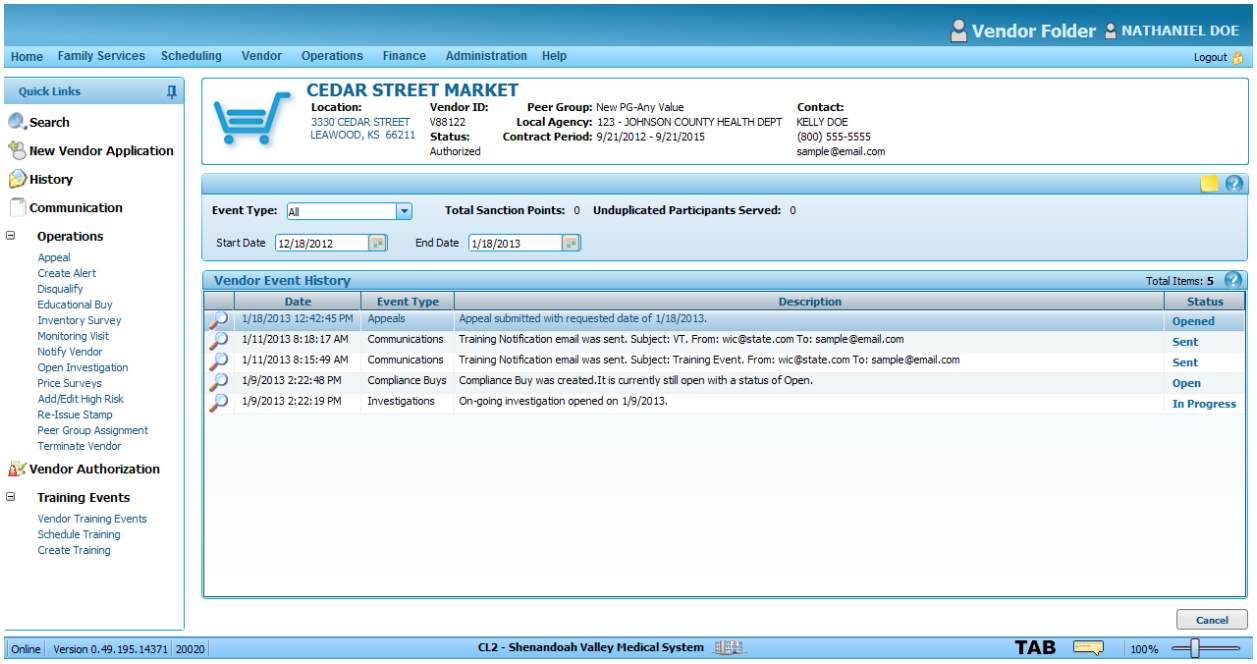
9. Click **Save**. A status message displays indicating success and you are returned to the **Vendor Folder** screen.



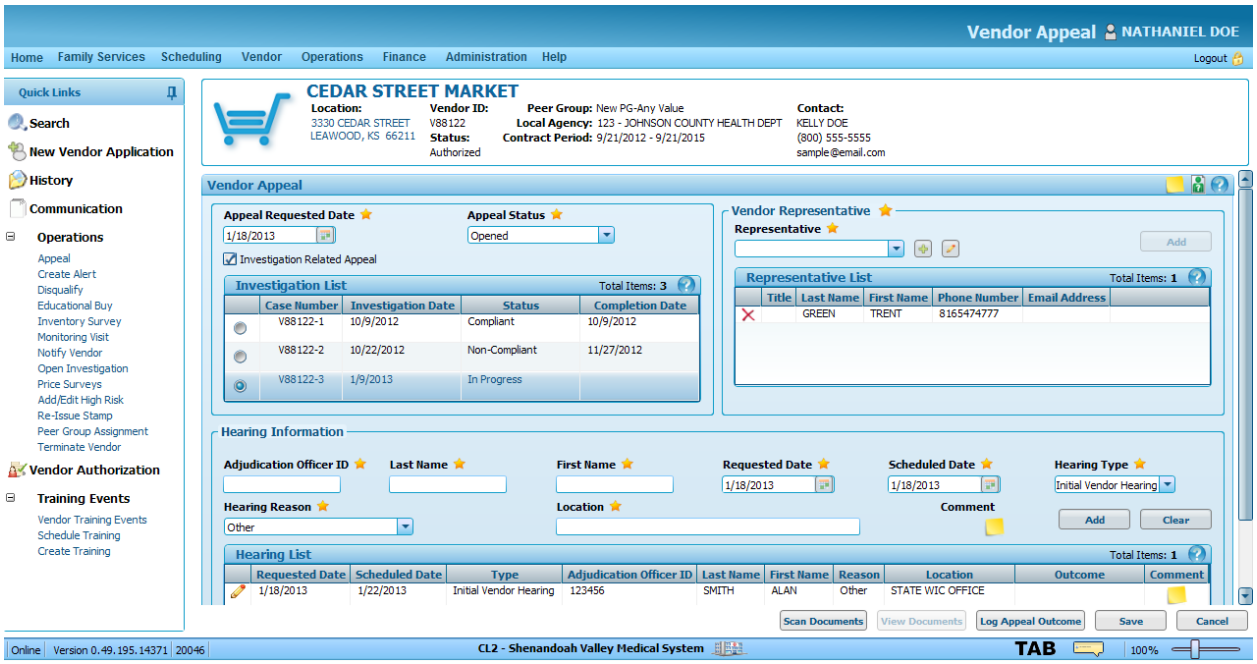
Task B. Logging Appeal Outcomes

Complete the following steps to perform this task:

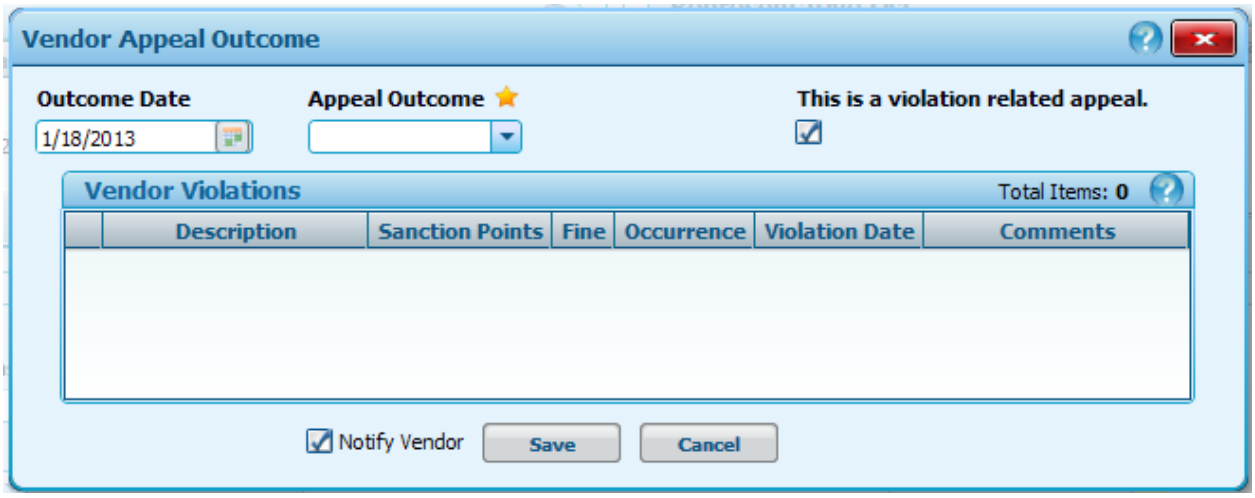
1. Search for and access the desired vendor record.



2. To access a previously created appeal, click the **Open Event** button (🔎) within the **Vendor Event History** grid. The **Vendor Appeal** screen displays.



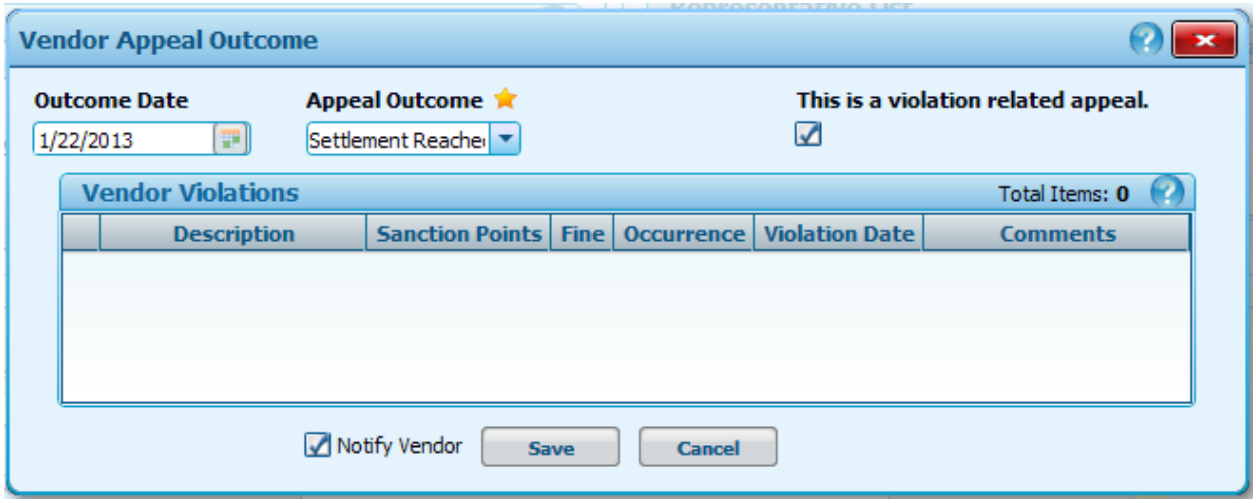
3. Click **Log Appeal Outcome**. The **Vendor Appeal Outcome** screen displays.



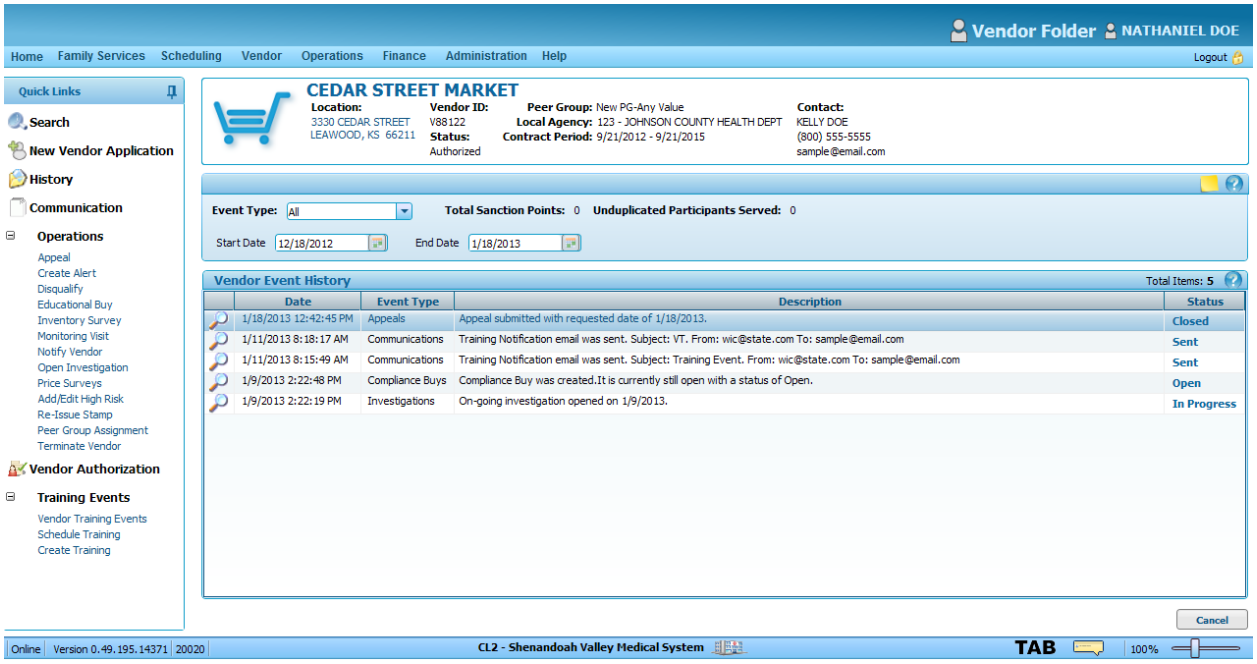
4. Enter or select the **Outcome Date**.
5. Enter or select the **Appeal Outcome**.

If the check box is selected, it indicates the appeal is related to violations that were assessed. The violations that were assessed are displayed. If not selected, no violation information is displayed.

6. Select the **Notify Vendor** check box, if necessary.



7. Click **Save**. A status message display indicating success and you are returned to the **Vendor Folder** screen.



The event Status is set to Closed.

Congratulations!

You have successfully completed the **Quick Links: Operations - Appeal** process.

Quick Links: Operations - Create Alert

This scenario explains the process of adding, editing, and viewing vendor alerts.

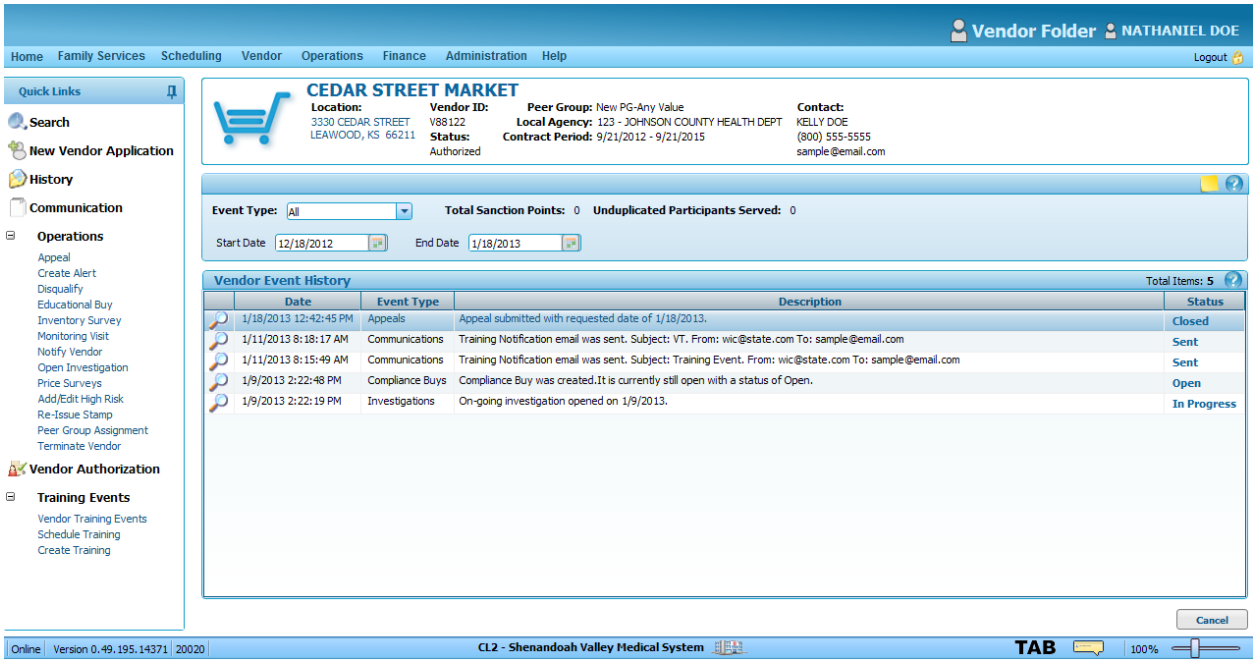
This process includes the following task(s):

Task A. Creating Vendor Alerts 3-25
Task B. Editing Vendor Alerts 3-29
Task C. Viewing Vendor Alerts 3-33

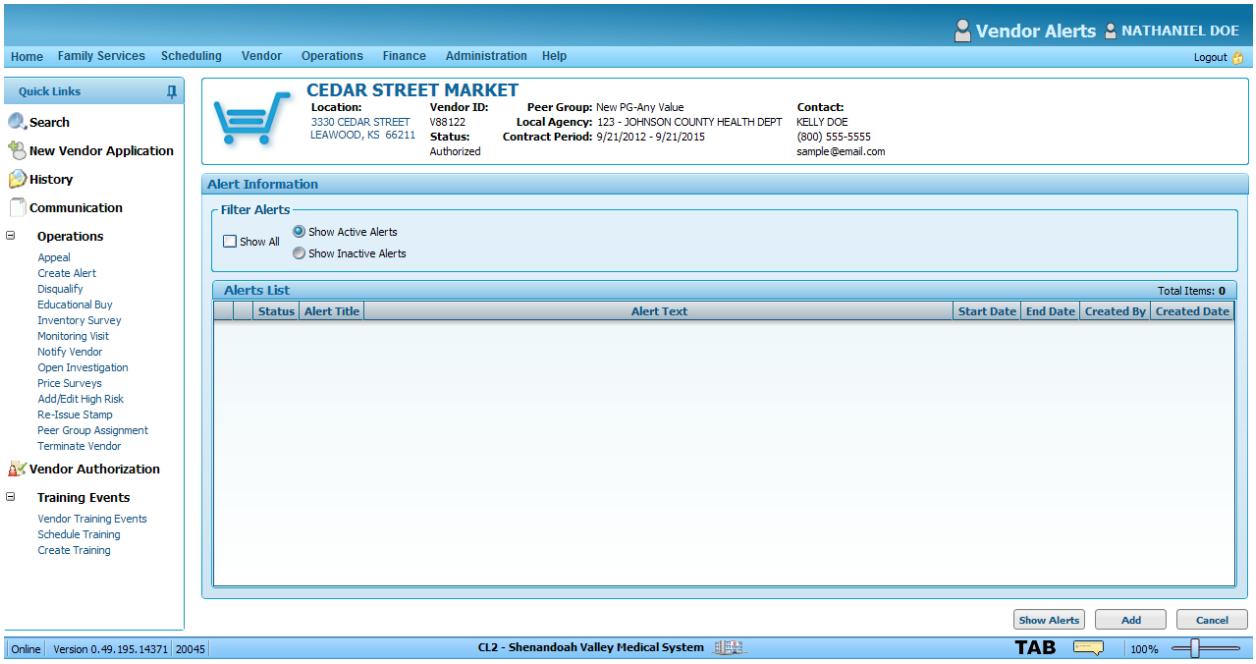
Task A. Creating Vendor Alerts

Complete the following steps to perform this task:

1. Search for and access the desired vendor record.



2. Once the Vendor Folder is displayed, go to **Quick Links → Operations→ Create Alert**. The **Vendor Alert** screen displays.

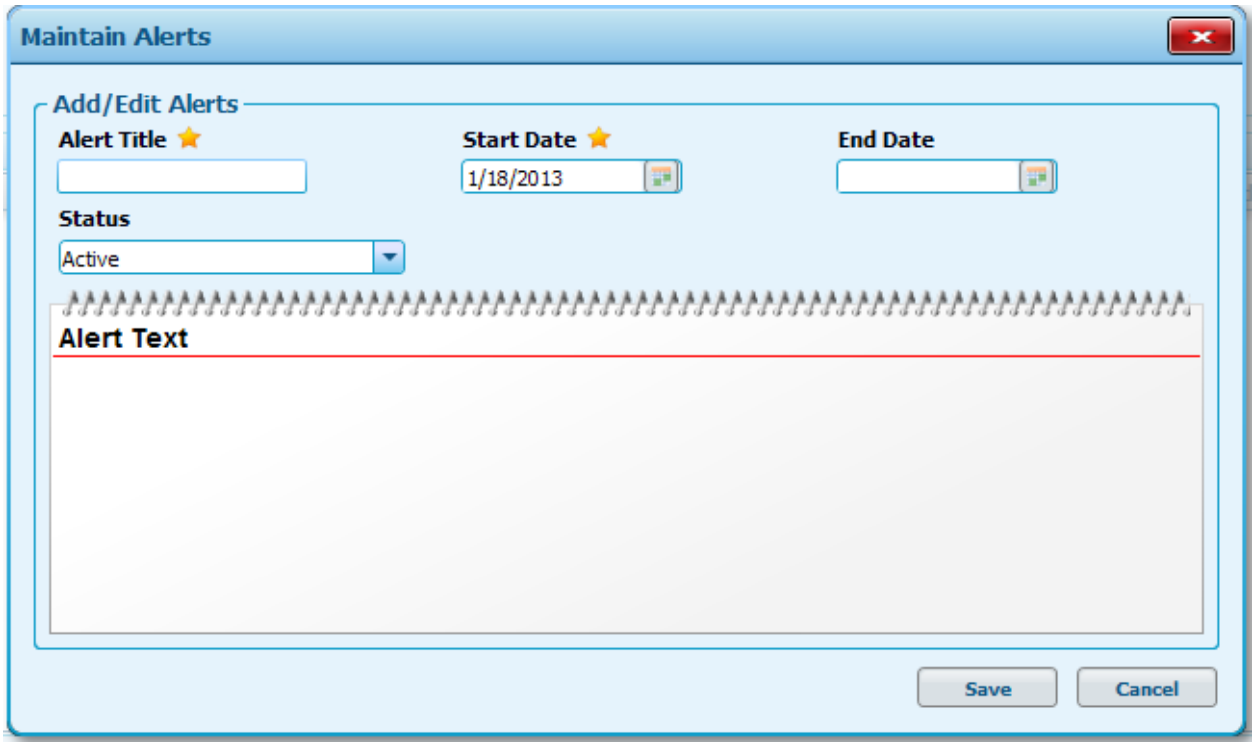


Select Show Active Alerts to show active alerts only.

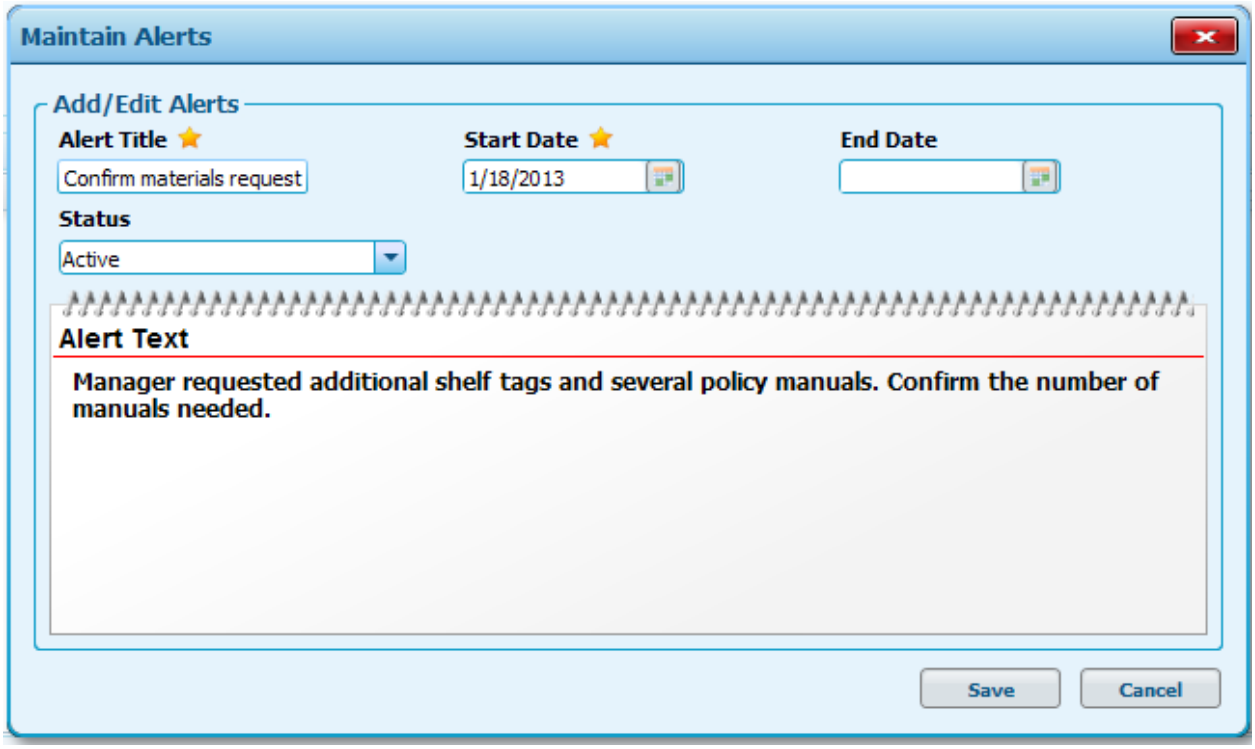
Select Show Inactive Alerts to show inactive alerts only.

Select the Show All check box to show both active and inactive alerts.

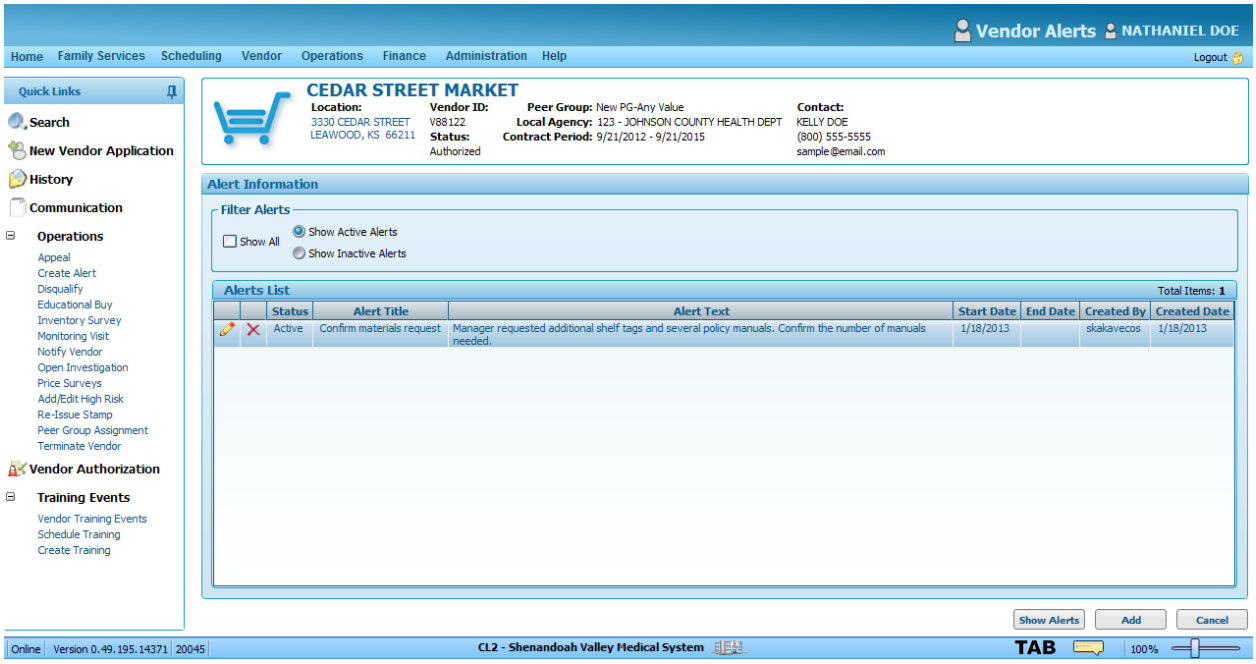
3. Click **Add**. The **Maintain Alerts** screen displays.



4. Enter the **Alert Title**.
5. Enter or select the **Start Date**.
6. Enter or select the **End Date**.
7. Enter or select the alert **Status**.
8. Enter **Alert Text**, if necessary.



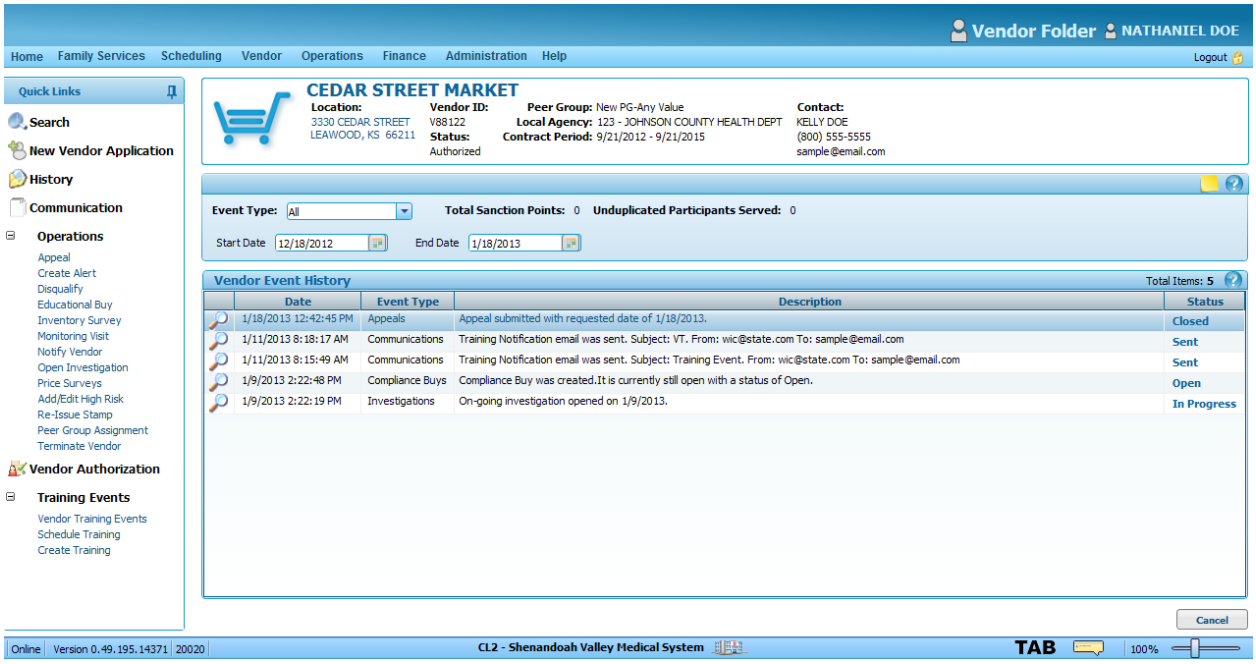
9. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Alert** screen and the newly added alert is added to the grid.



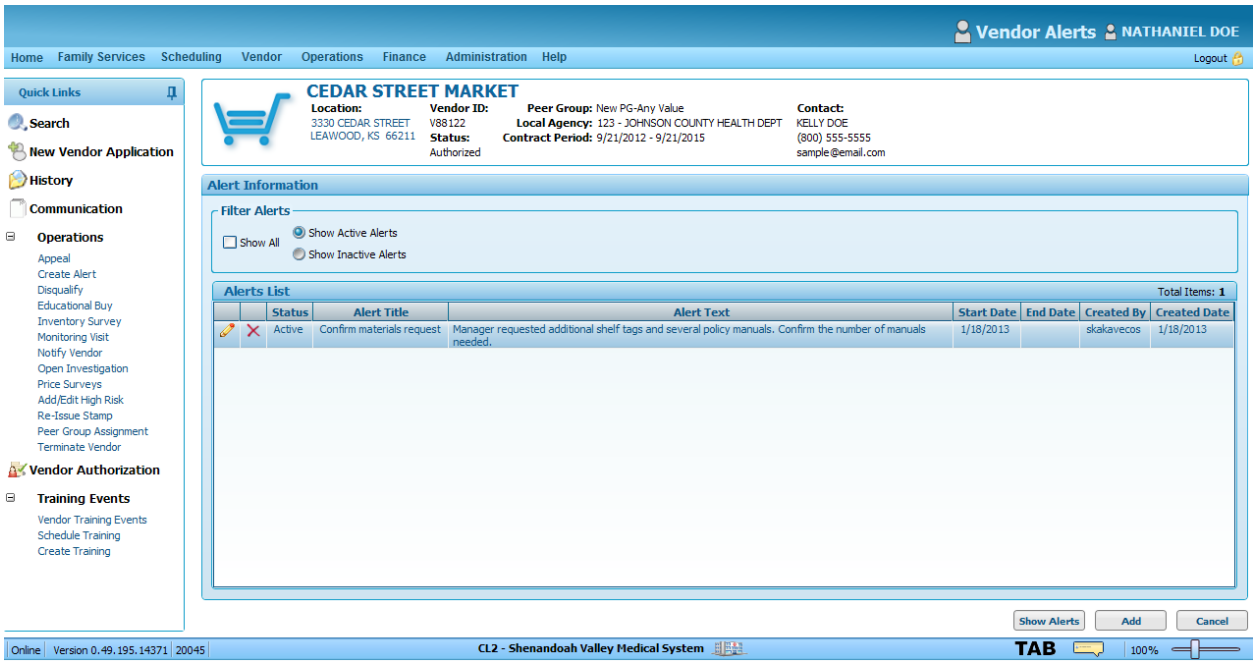
Task B. Editing Vendor Alerts

Complete the following steps to perform this task:

1. Search for and access the desired vendor record.



2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations→ Create Alert**. The **Vendor Alert** screen displays.

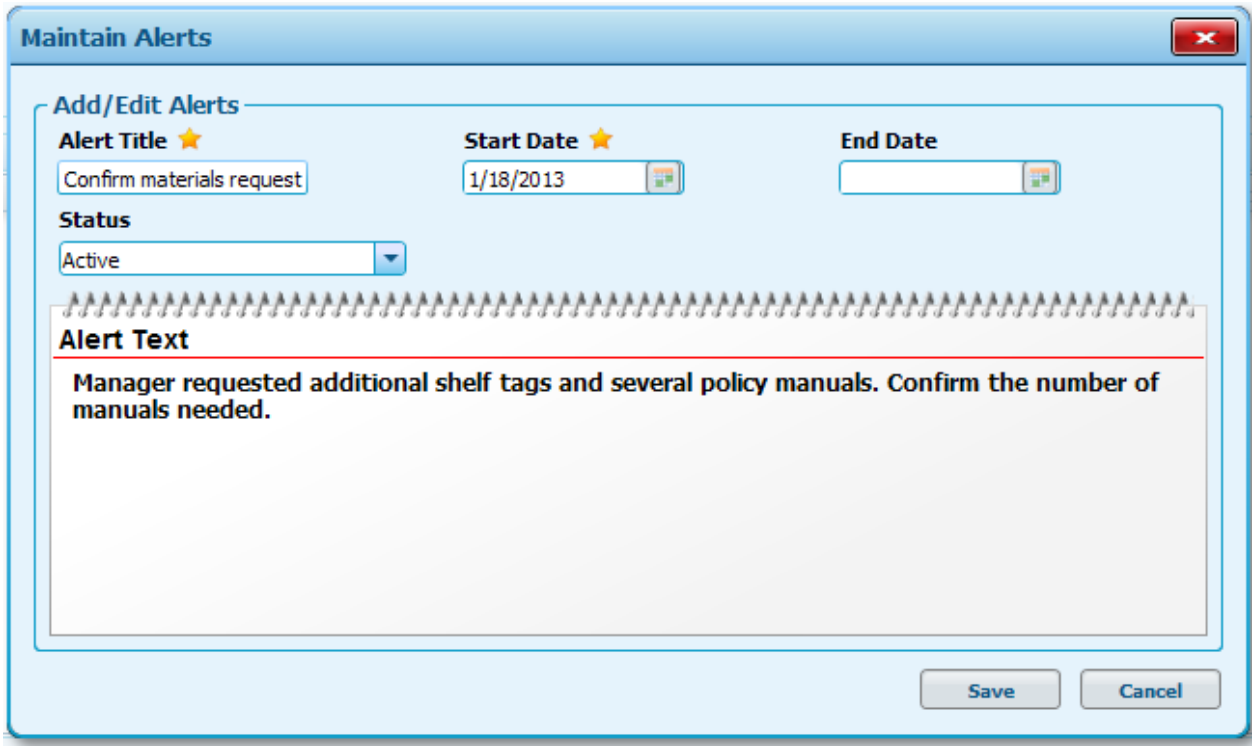


Select Show Active Alerts to show active alerts only.

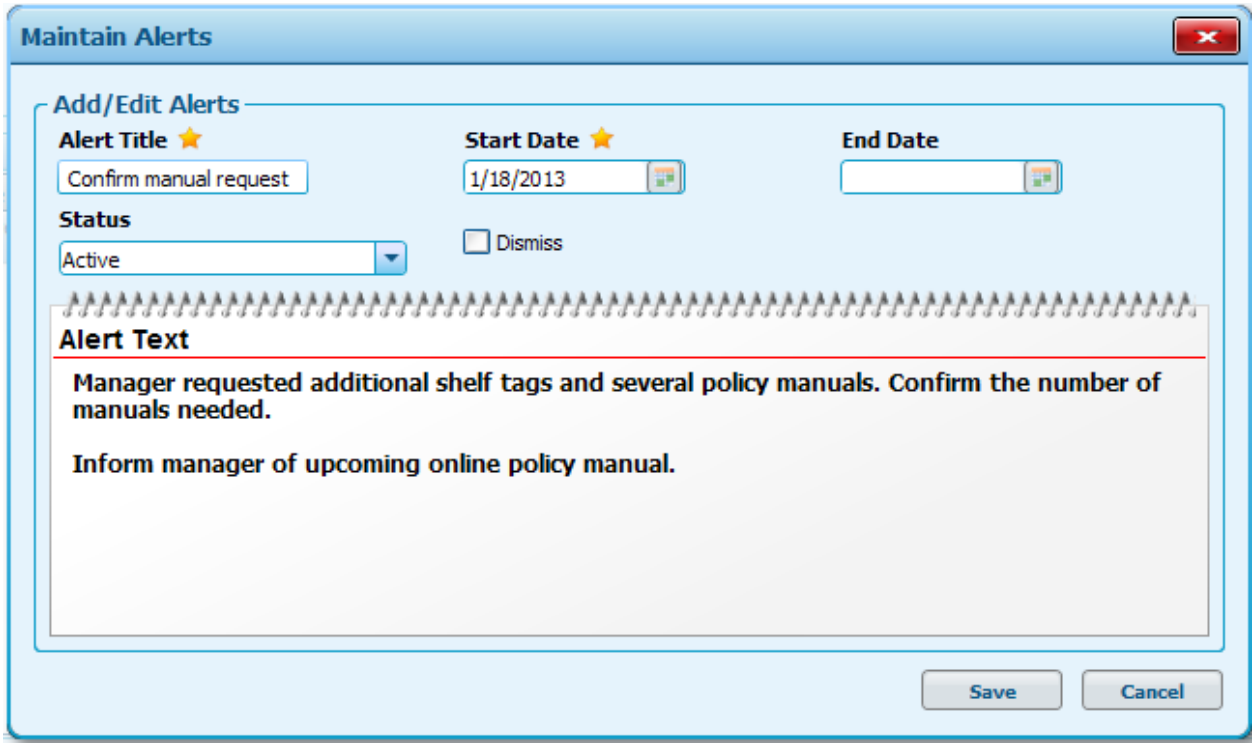
Select Show Inactive Alerts to show inactive alerts only.

Select the Show All check box to show both active and inactive alerts.

3. Within the **Alerts List** grid, click the **Edit** button ( ) to make changes to an alert. The **Maintain Alerts** screen displays.

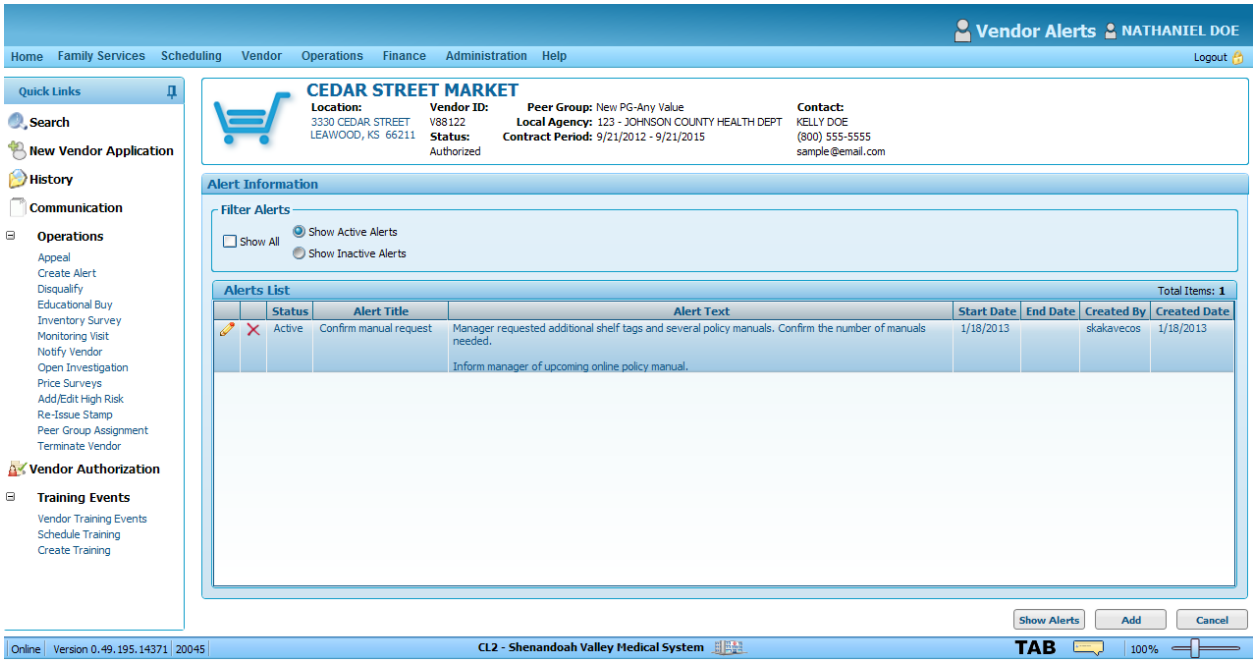


4. Edit the information on the screen as necessary.



Select the Dismiss check box to dismiss the alert altogether.

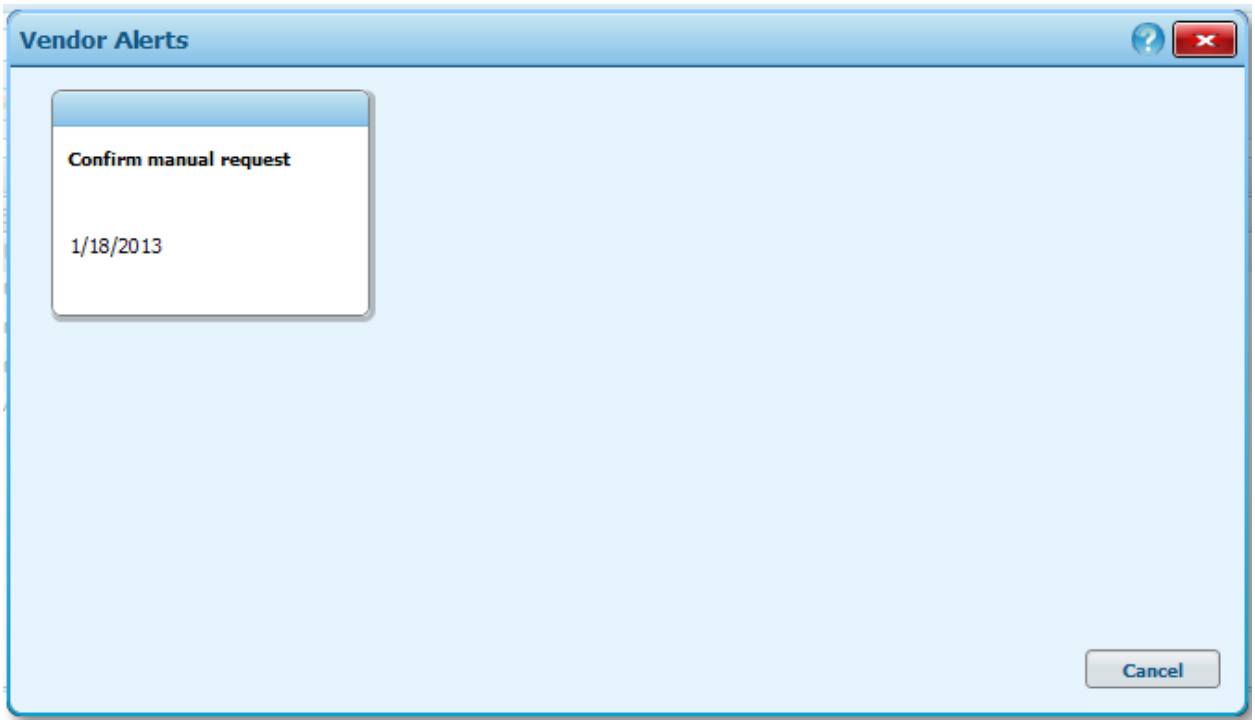
5. Click **Save**. A status message displays indicating success and you are returned to the **Vendor Alerts** screen.



Task C. Viewing Vendor Alerts

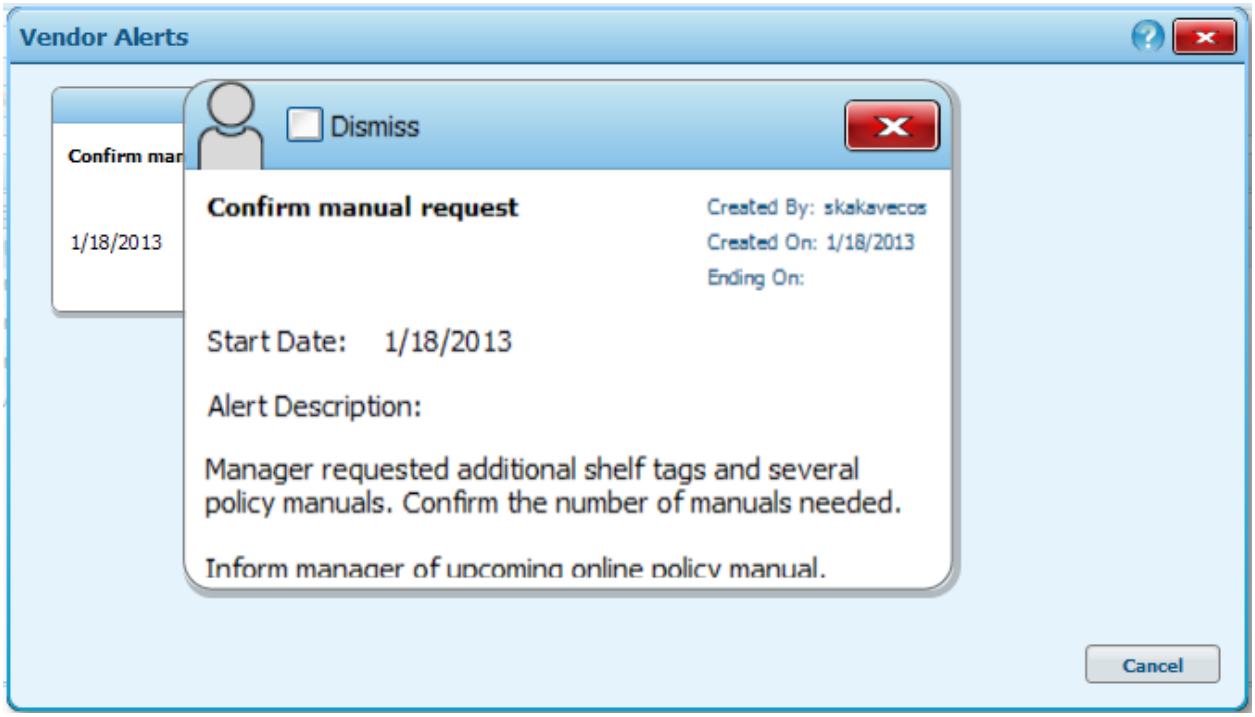
Complete the following steps to perform this task:

1. Search for and access the desired vendor record.



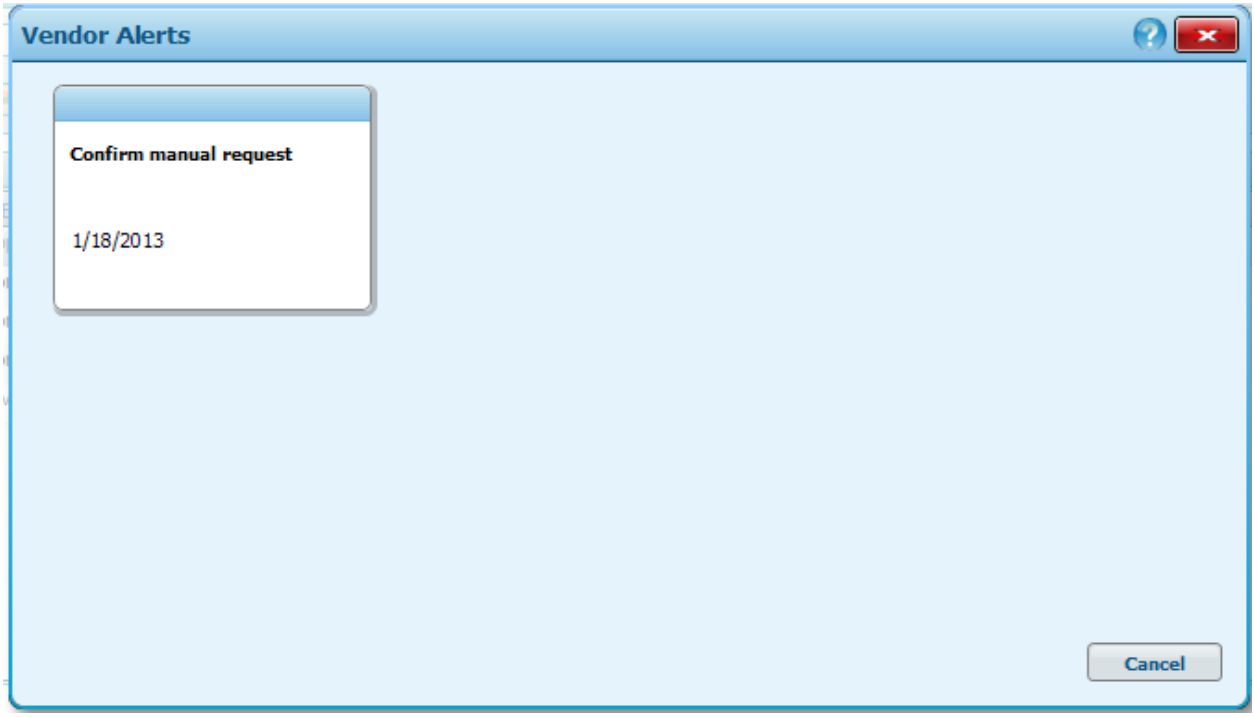
The title and date of each alert is displayed.

2. To read details of an alert, click the desired alert. The alert details are displayed.



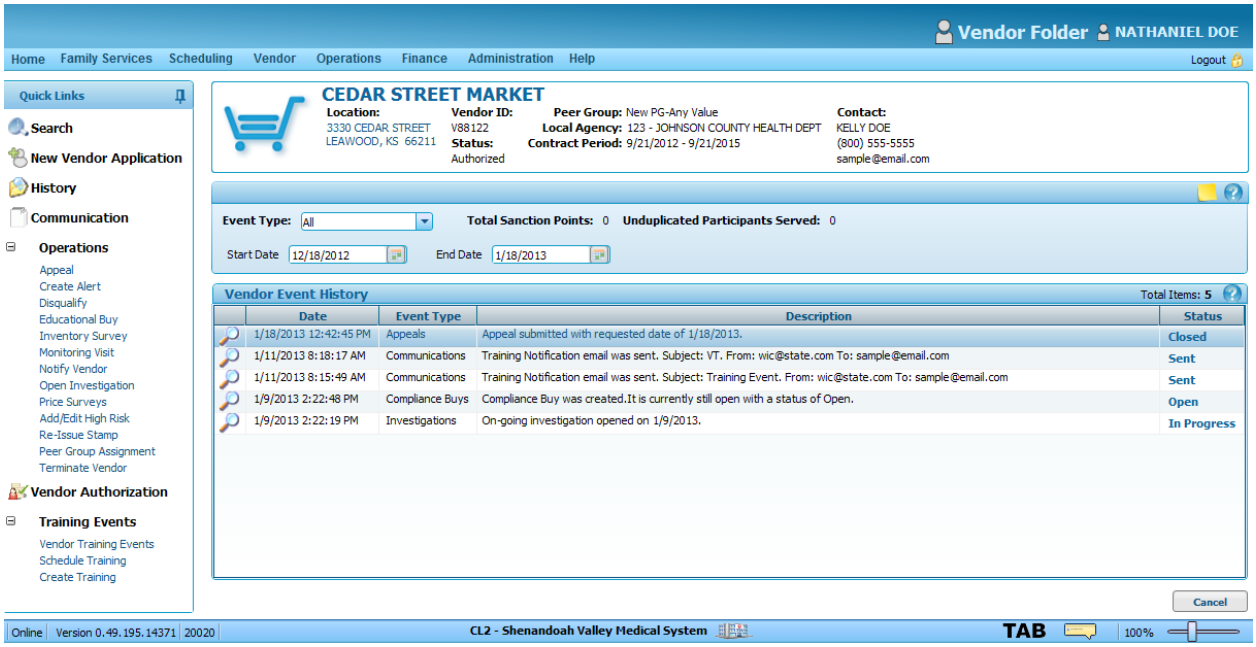
Select the Dismiss check box to delete the alert.

3. When finished viewing the selected alert, click the close icon (✕). The selected alert is closed.



View other alerts as necessary to view their details.

4. When you are finished viewing alerts, click **Cancel**. The **Vendor Folder** screen displays.



Congratulations!

You have successfully completed the **Quick Links: Operations - Create Alert** process.

Quick Links: Operations - Disqualify

If a vendor has exceeded the disqualification threshold (if sanction points are utilized), or has violated certain regulations that dictate disqualification, or has failed to meet other requirements defined by WIC regulations, the vendor is disqualified from WIC for a period of time as dictated by the violations and/or the number of points acquired.

For this scenario, assume one of the following applies to a vendor:

- WIC Regulations have been violated.
- The established sanction point threshold has been exceeded.
- A repeated pattern of unacceptable behavior has been observed or noted.
- Other (Insufficient WIC sales, same-owner store disqualified, owner convicted of fraud, etc)

If one or more of the above is true, the State may choose to disqualify the vendor or impose a civil monitory penalty (CMP) instead of disqualification to avoid hardship to participants. CMPs assessed to the vendor may be the sum of fines due to violations and an "in lieu of" fee. For state-related violations, this amount may be adjusted downward based on State-defined criteria. CMP calculation criteria (past-WIC sales-months, maximum allowable CMP adjustment) must be defined before CMPs can be imposed.

This process includes the following task(s):

Task A. Initiating the Disqualification 3-38

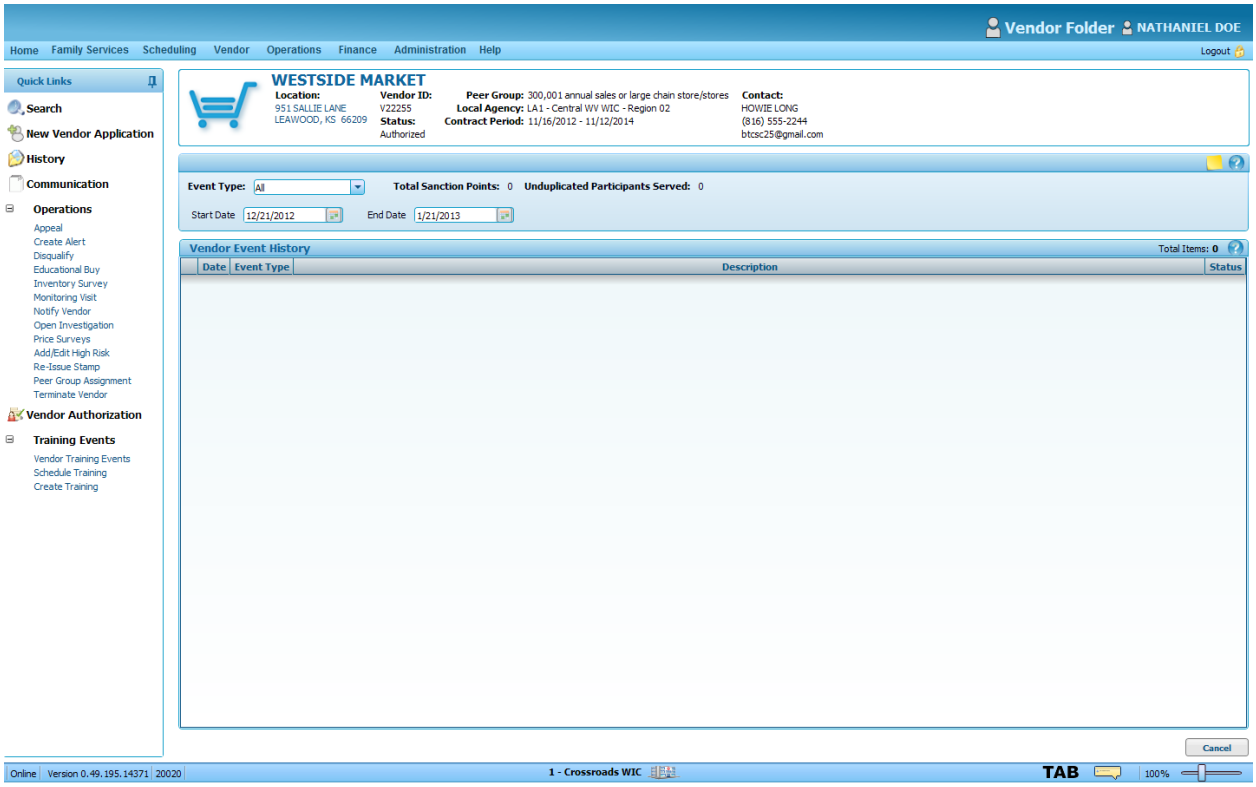
Task B. Finalizing the Disqualification..... 3-41

Task C. Assessing Civil Monetary Penalty (CMP) 3-43

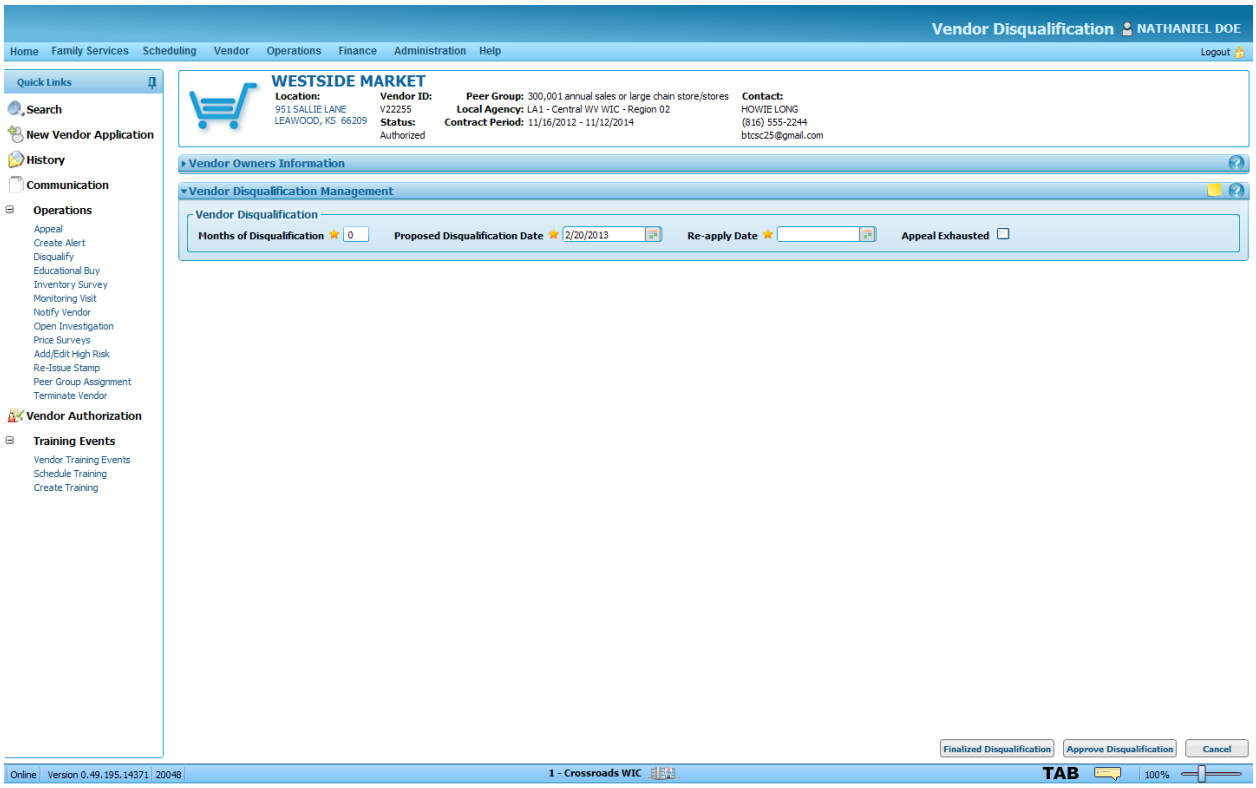
Task A. Initiating the Disqualification

Complete the following steps to perform this task:

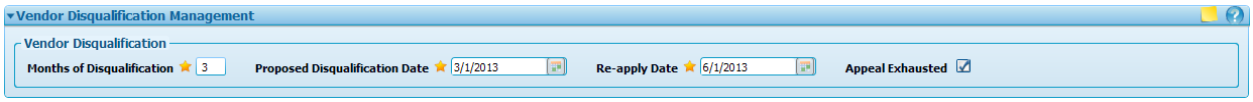
1. Search for and access the desired vendor record.



2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations → Disqualify**. The **Vendor Disqualification** screen displays.



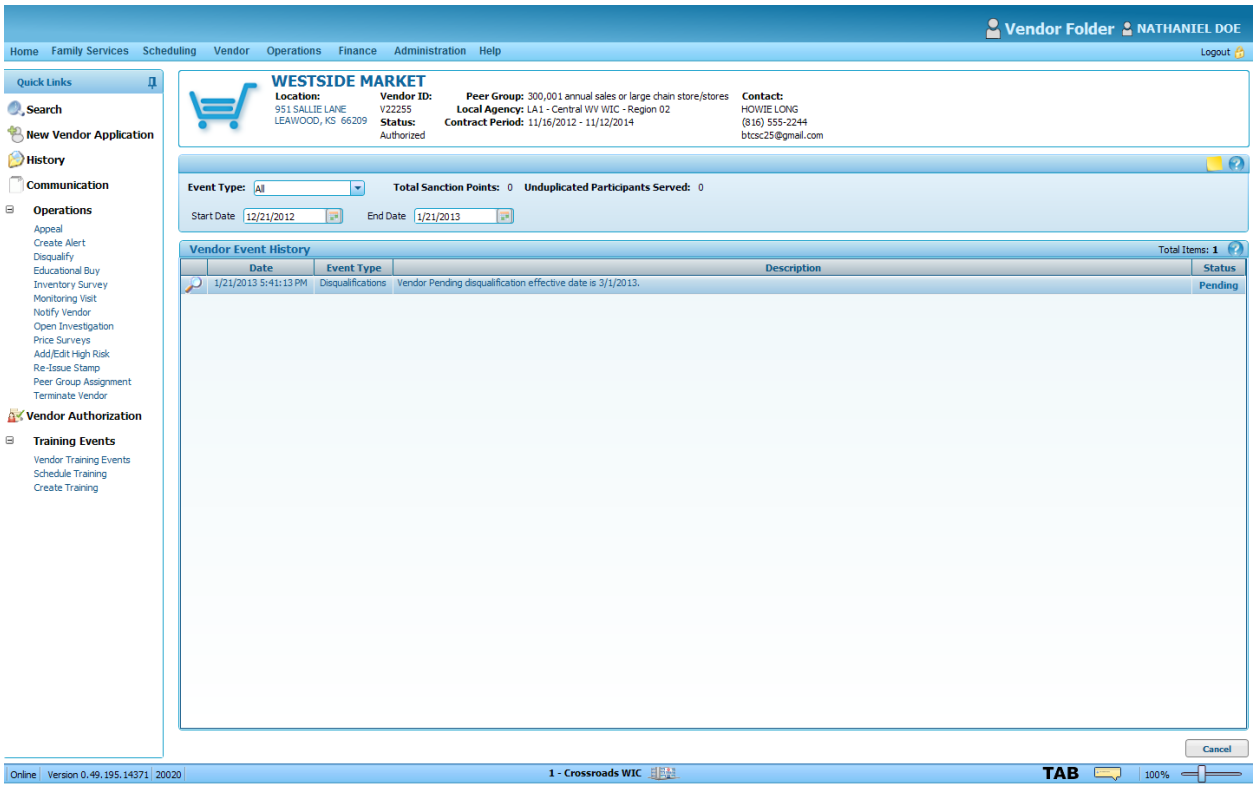
3. Enter the number of **Months of Disqualification**.
4. Enter or select the **Proposed Disqualification Date**.
5. Enter or select the **Re-apply Date**.
6. Select **Appeal Exhausted**, if applicable.



Proposed Disqualification Date defaults to the current system date.

Re-apply Date populates automatically when the Months of Disqualification value is entered. Update this field as necessary.

7. To initiate the disqualification process, click **Approve Disqualification**. A status message displays indicating success. You are returned to the **Vendor Folder** screen and the **Vendor Event History** grid is updated.

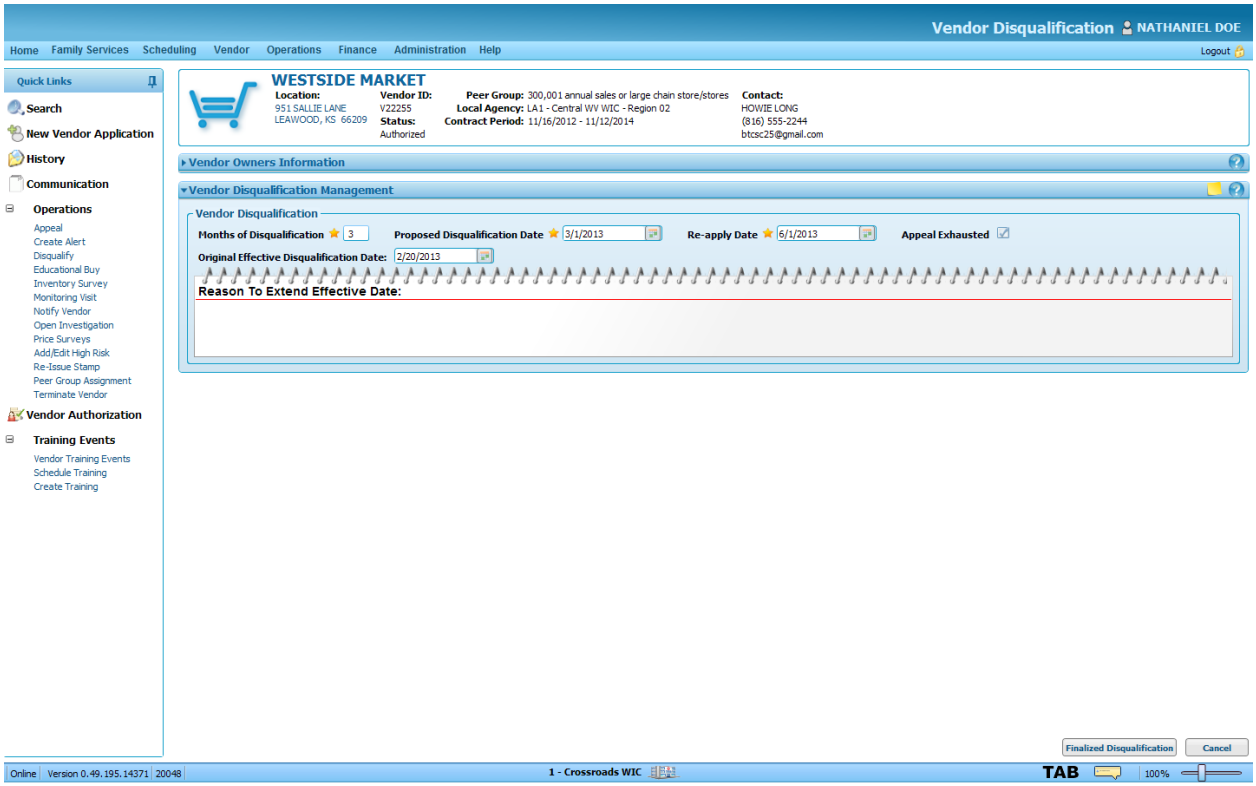


Once the disqualification process begins, the vendor is notified of the action including timelines of filing an appeal. During this time period, the vendor is able to continue to process outstanding benefits.

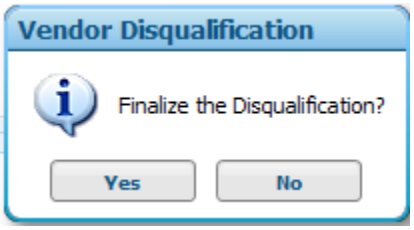
Task B. Finalizing the Disqualification

Complete the following steps to perform this task:

1. To access a previously created disqualification, on the **Vendor Folder** screen, within the **Vendor Event History** grid, click the **Open Event** button ( ).

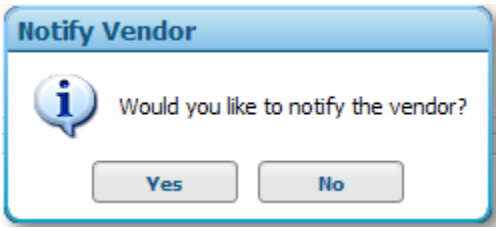


2. Once the appeal time period is exhausted, click **Finalized Disqualification**. A confirmation screen displays.

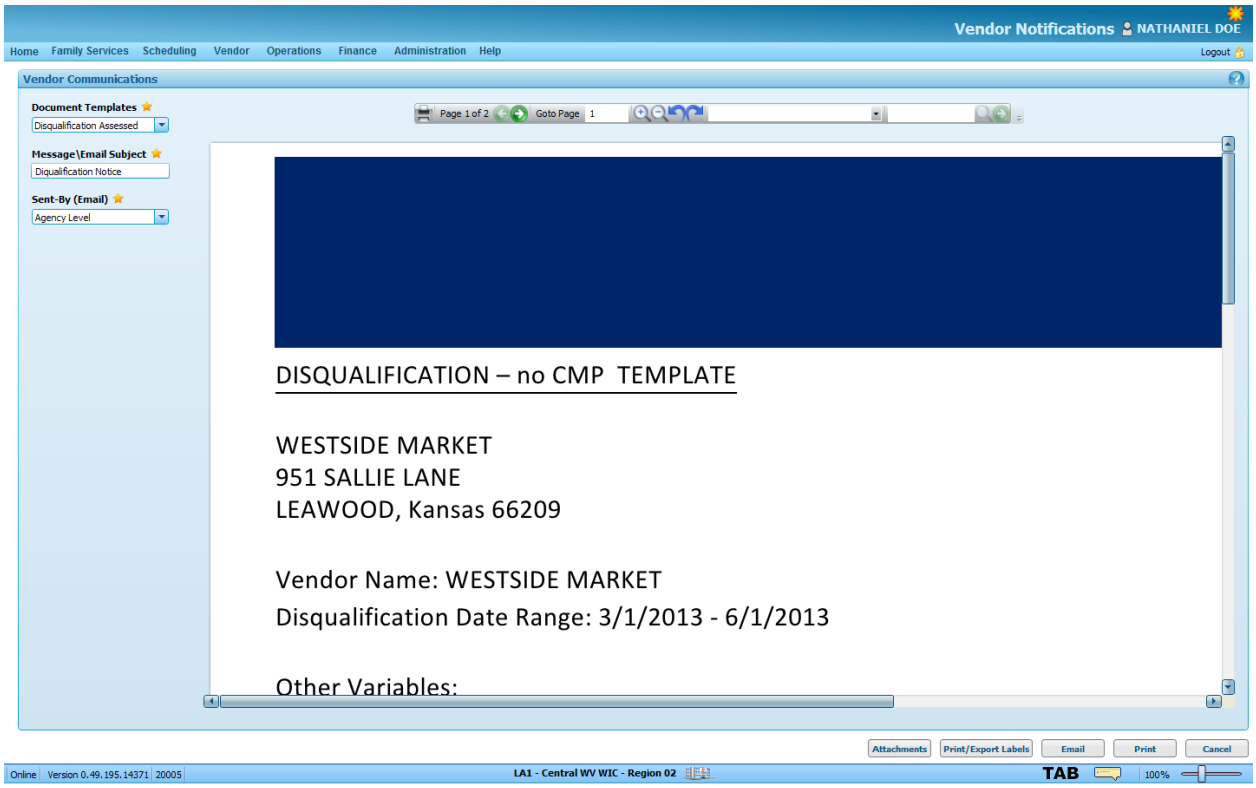


Once the disqualification has been finalized, the vendor will no longer be authorized to accept benefits or cash value vouchers and the WIC payment processing bank is notified to no longer make payments to this Vendor.

3. Click **Yes** to complete the **Vendor Disqualification** process. A status message displays indicating success and the option of notifying the vendor is provided.



4. Click **Yes** to notify the vendor. The **Vendor Notifications** screen displays.

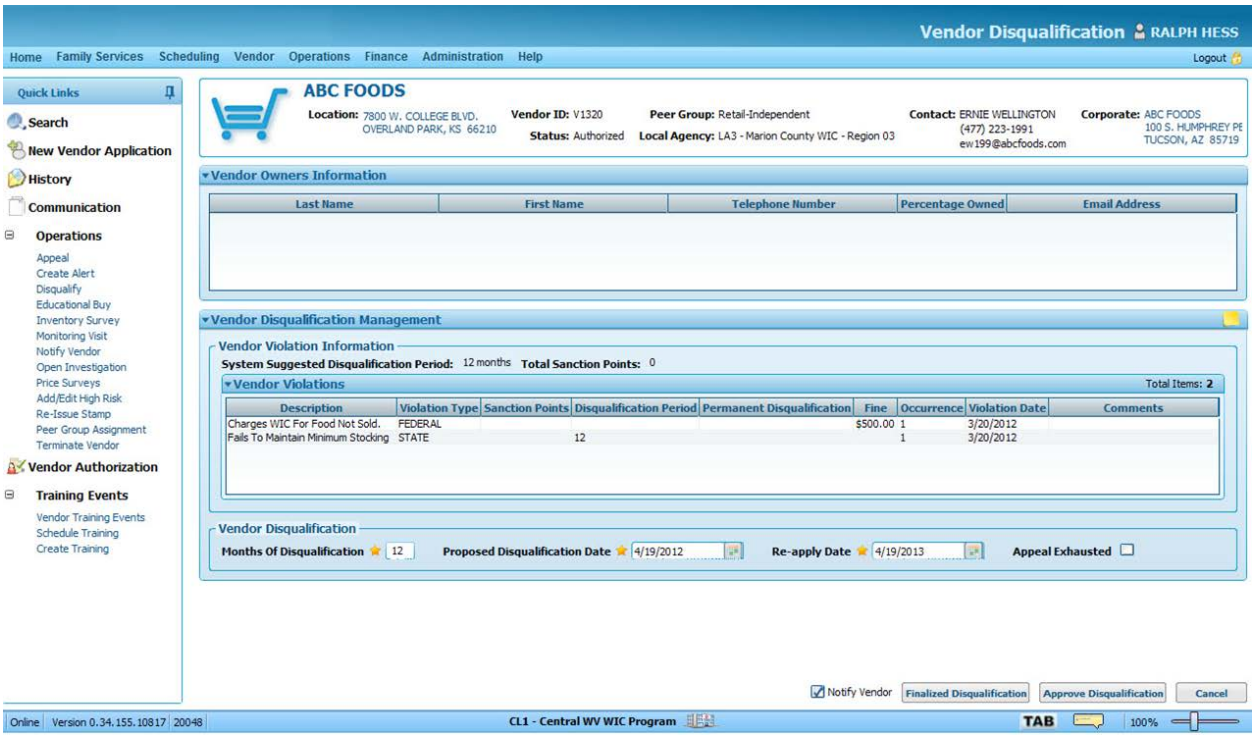


The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

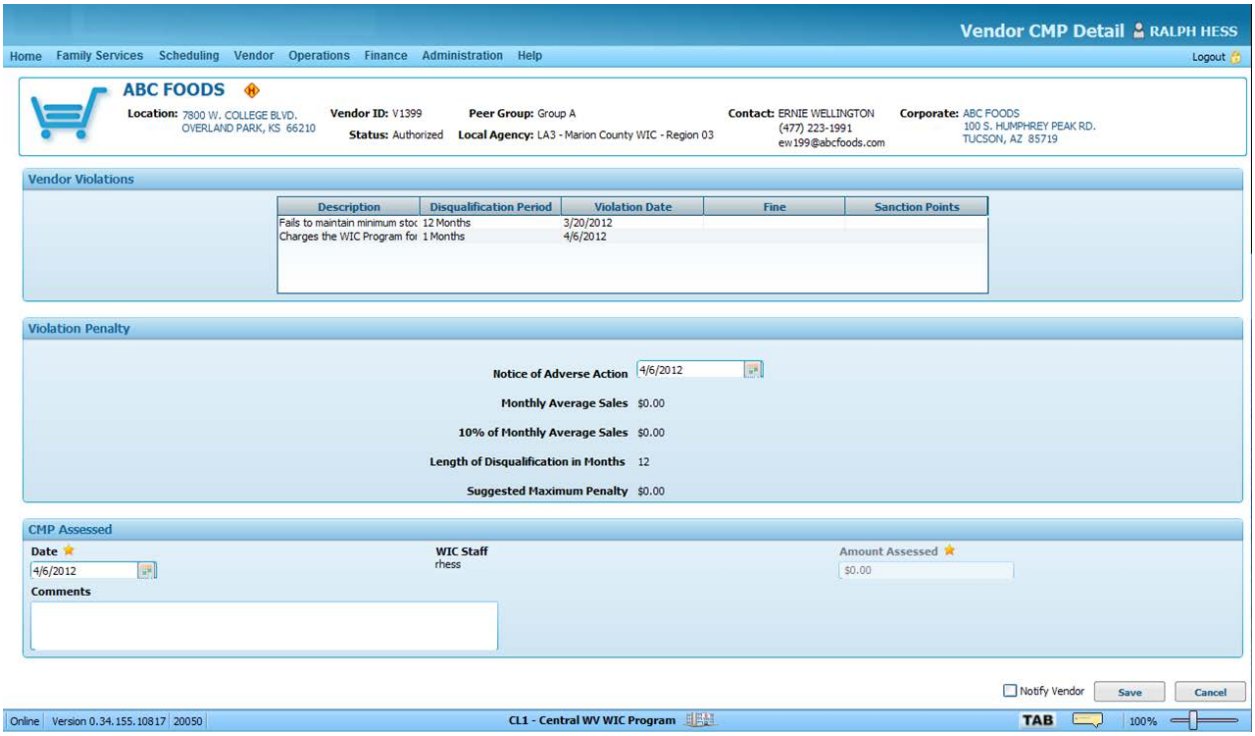
Task C. Assessing Civil Monetary Penalty (CMP)

Complete the following steps to perform this task:

1. Search for and access the desired vendor record.
2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations→ Disqualify**. The **Vendor Disqualification** screen displays.



3. Click **Issue CMP**. The **CMP** screen displays.



4. The system will set a CMP based on redemption history. Click **Save** to assess the CMP.

The WIC staff can override the system suggested monitory penalties if the violations were state defined.

Congratulations!

You have successfully completed the **Quick Links: Operations - Disqualify** process.

Quick Links: Operations - Educational Buy

This scenario explains the process of printing educational buy food instruments.

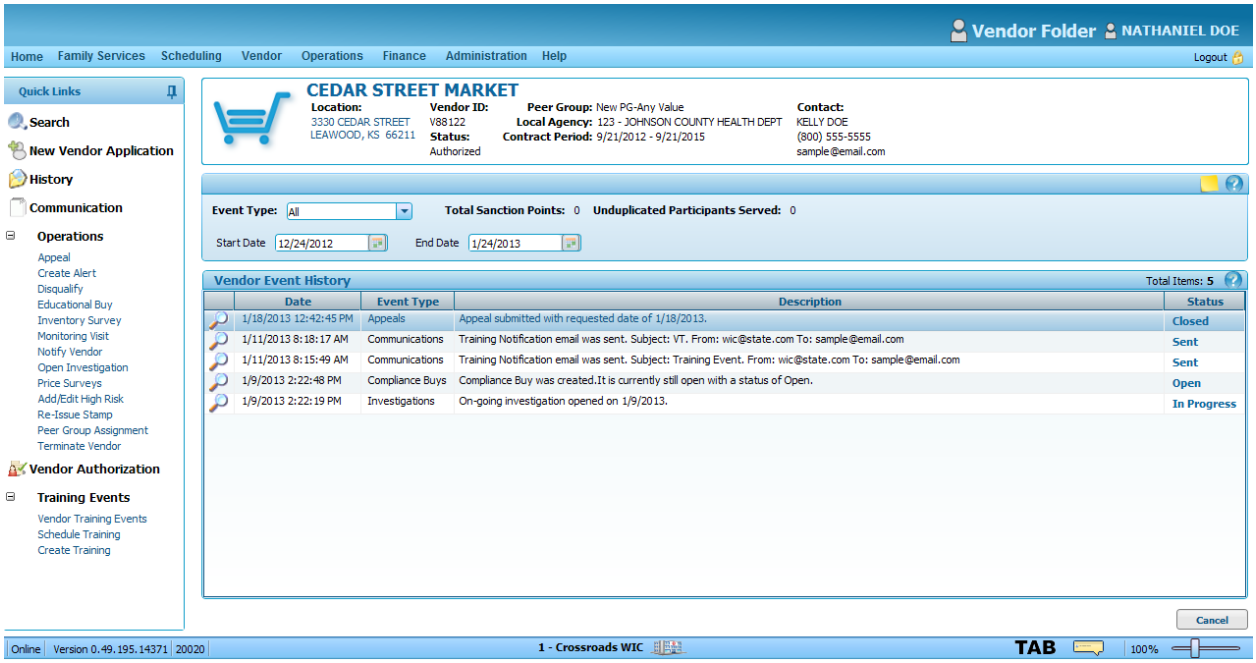
This process includes the following task(s):

Task A. Adding a Fictional Participant 3-46
Task B. Selecting the Food Packages to be Generated 3-49
Task C. Issuing an ID Card 3-51
Task D. Generating Food Instruments 3-52

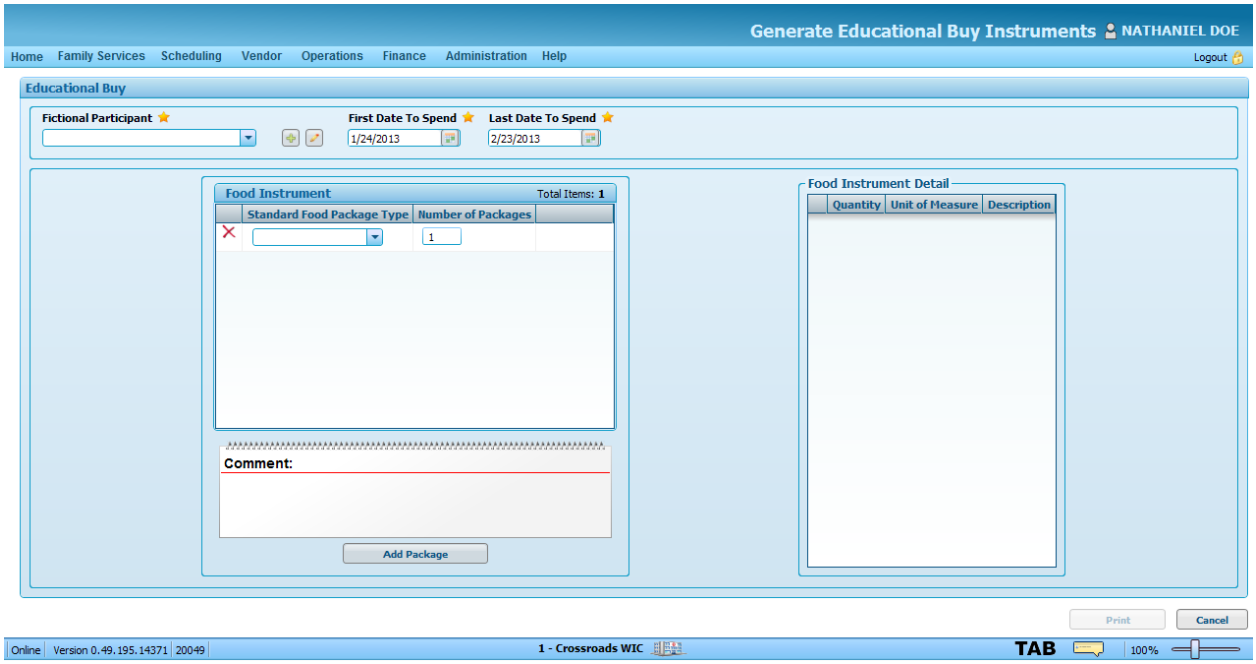
Task A. Adding a Fictional Participant

Complete the following steps to perform this task:

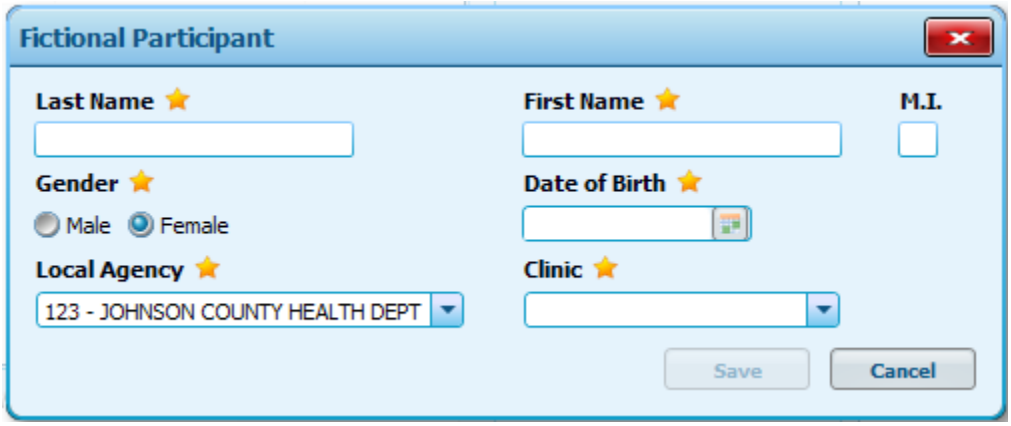
1. Search for and access the desired vendor record.



2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations → Educational Buy**. The **Generate Educational Buy Food Instruments** screen displays.

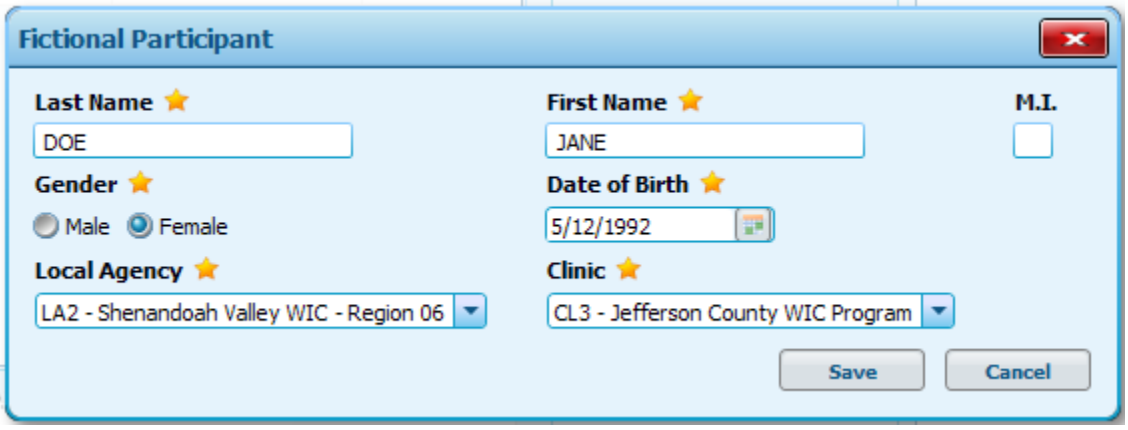


3. Click **Add New Fictional Participant** . The **Fictional Participant** screen displays.

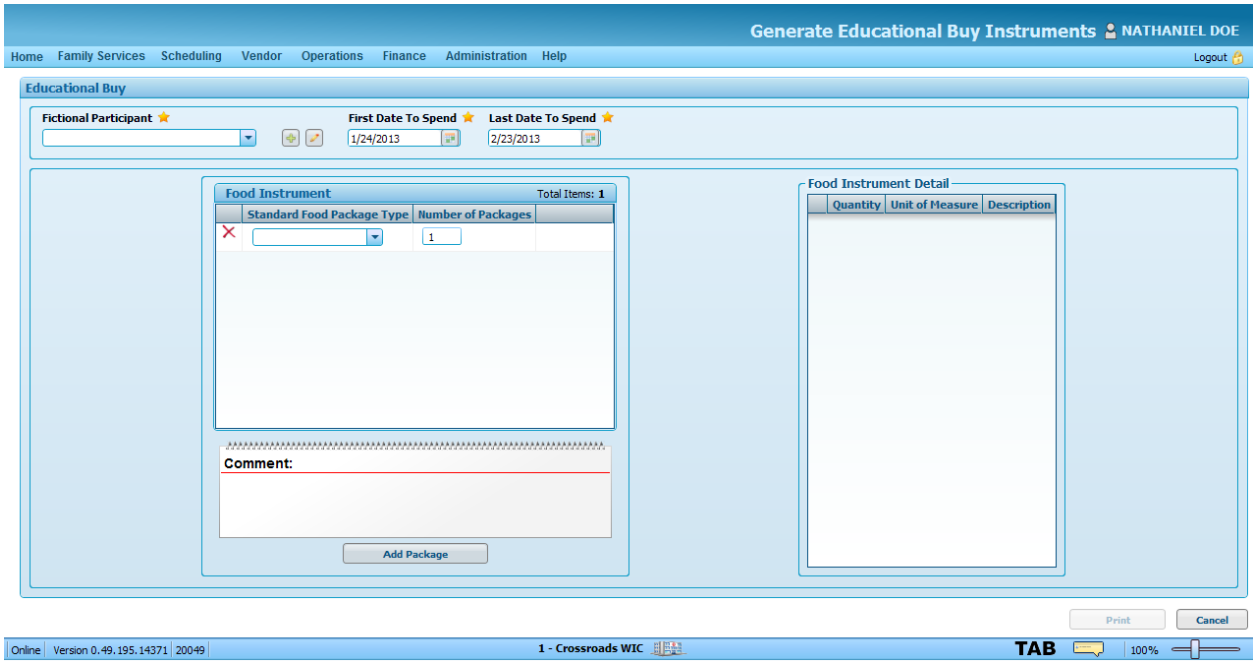


Alternatively, an existing Fictional Participant can be selected from the drop-down list.

4. Enter the **Last Name**.
5. Enter the **First Name**.
6. Enter the **Middle Initial (M.I.).**
7. Select the **Gender**.
8. Enter or select the **Date of Birth**.
9. Enter or select the **Local Agency**.
10. Enter or select the **Clinic**.



11. Click **Save**. You are returned to the **Generate Educational Buy Food Instruments** screen.

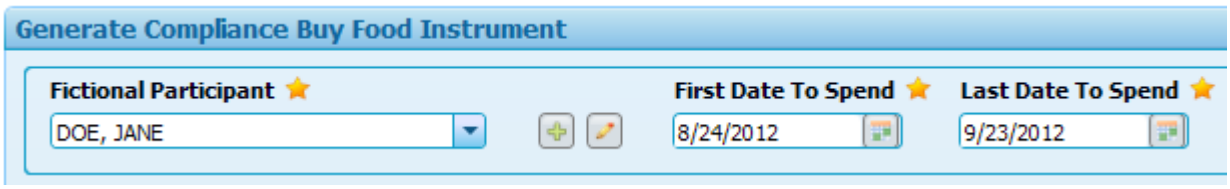


12. Select the newly added participant or an existing participant from the **Fictional Participant** drop-down list.

Upon selection of a Fictional Participant, the Issue Identity Card button is displayed at the bottom of the screen.

13. Enter or select a **First Day to Spend**.

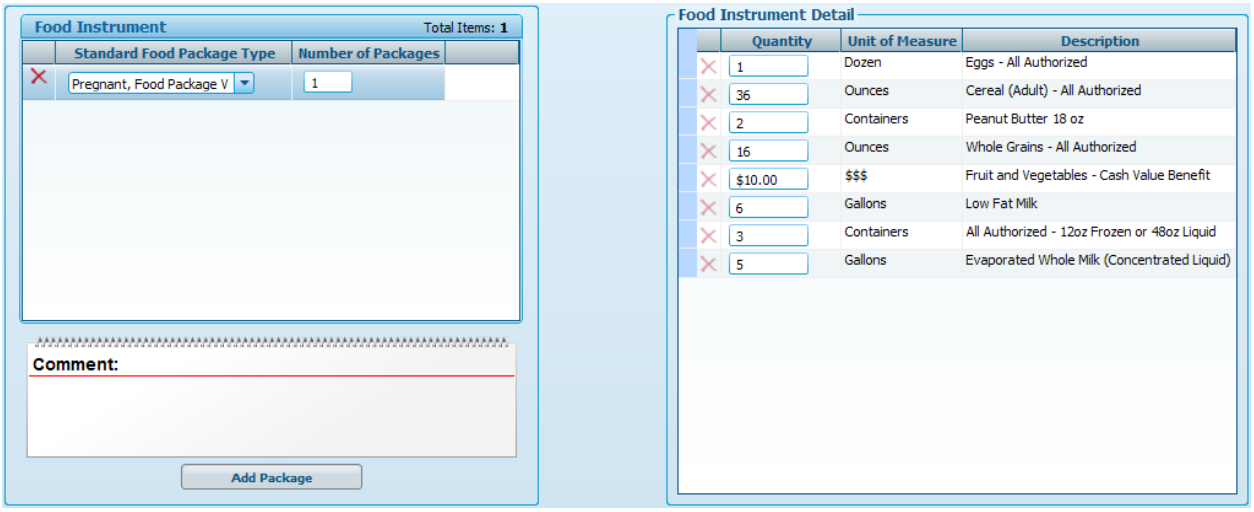
14. Enter or select a **Last Day to Spend**.



Task B. Selecting the Food Packages to be Generated

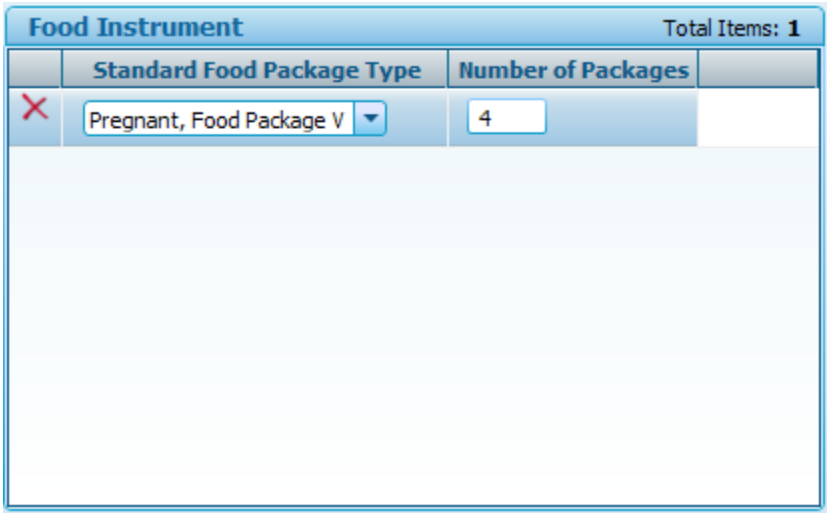
Complete the following steps to perform this task:

1. Within the **Food Instrument** grid, select the **Standard Food Package Type** to be generated. The screen refreshes and a number of food items are added to the **Food Instrument Detail** grid.

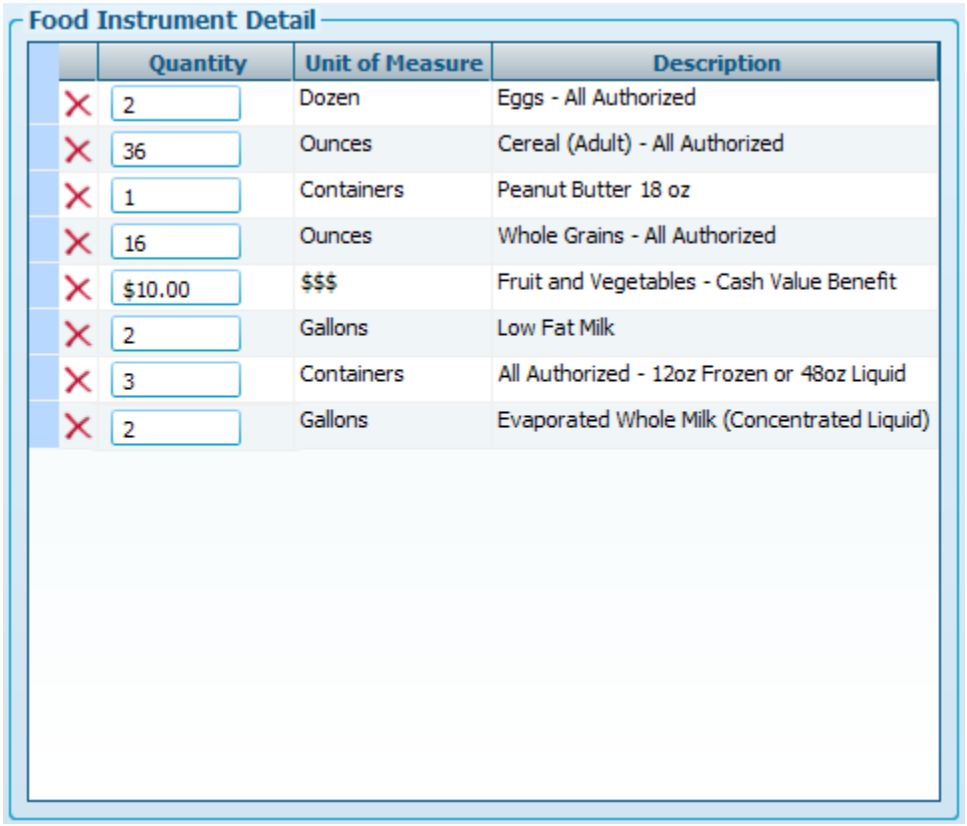

Food Instrument
Total Items: 1
Standard Food Package Type
Number of Packages
Pregnant, Food Package V
1
Comment:
Add Package
Food Instrument Detail
Quantity
Unit of Measure
Description
1 Dozen Eggs - All Authorized
36 Ounces Cereal (Adult) - All Authorized
2 Containers Peanut Butter 18 oz
16 Ounces Whole Grains - All Authorized
$10.00 $$$ Fruit and Vegetables - Cash Value Benefit
6 Gallons Low Fat Milk
3 Containers All Authorized - 12oz Frozen or 48oz Liquid
5 Gallons Evaporated Whole Milk (Concentrated Liquid)

Upon selection of a Standard Food Package Type, the Number of Packages value is set initially to one (1).

2. Enter the number of selected food packages to be generated.



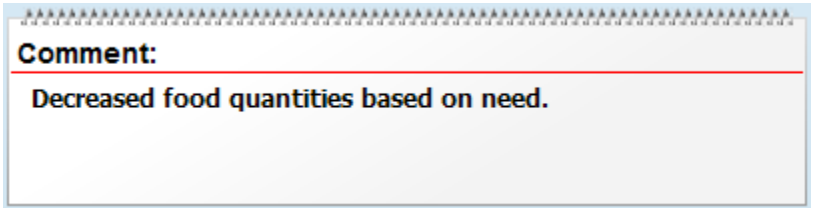
3. Enter a **Quantity** for each food item that is to be included in this package.



The default quantities of each food item can be adjusted, if desired.

Click the **Delete** button (✕) to delete a food package or food item from the grid.

4. Enter a **Comment**, if needed.



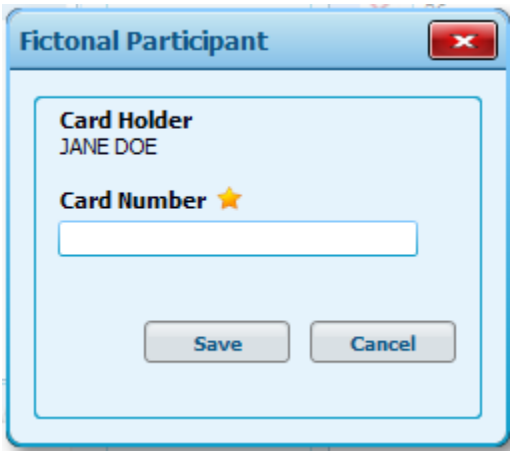
5. Click **Add Package** to add an additional row to the **Food Instrument** grid, if needed.

Click the **Delete** button (✕) to delete a food package or food item from the grid.

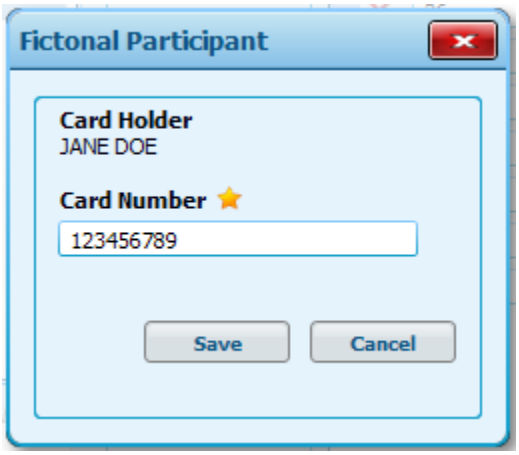
Task C. Issuing an ID Card

Complete the following steps to perform this task:

1. Click **Issue Identity Card**. The **Fictional Participant** screen displays.



2. Enter a **Card Number**.

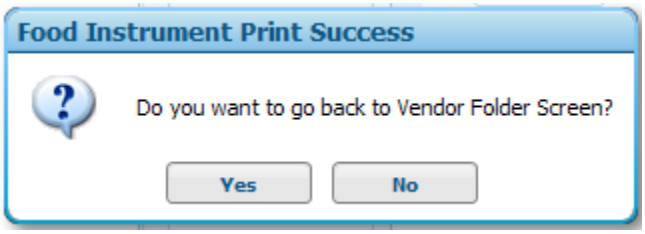


3. Click **Save**. A status message indicates success and you are returned to the **Generate Educational Buy Food Instruments** screen.

Task D. Generating Food Instruments

Complete the following steps to perform this task:

1. Click **Print**. Educational buy food instruments are sent to the printer and the **Food Instrument Print Success** screen is displayed.



Food instruments must be printed on a MICR printer that supports the designated check stock.

2. Do one of the following:
   - Click **Yes** to return to the **Vendor Folder** screen.
   - Click **No** to return to the **Generate Educational Buy Food Instruments** screen.

Congratulations!

You have successfully completed the **Quick Links: Operations - Educational Buy** process.

Quick Links: Operations - Monitoring Visit

This scenario explains the process of printing monitoring visit documents for use during a monitoring visit, documenting the results of a monitoring visit, closing the monitoring visit activity, and assessing violations. While the process below begins with printing documents (Task A), assume the on-site visit has occurred before documenting the results of the visit (Task B) and closing the visit (Task C).

There are a variety of ways for you to navigate to the **Vendor Violation Choices** screen based on your actions within the vendor folder. Task D illustrates one way to navigate to the screen by failing a vendor's monitoring visit. Regardless of the way in which you arrive at the screen, the process of completing the screen is the same.

This process includes the following task(s):

Task A. Printing Monitoring Visit Document(s) 3-54

Task B. Documenting the Results of a Monitoring Visit 3-57

Task C. Closing the Monitoring Visit..... 3-59

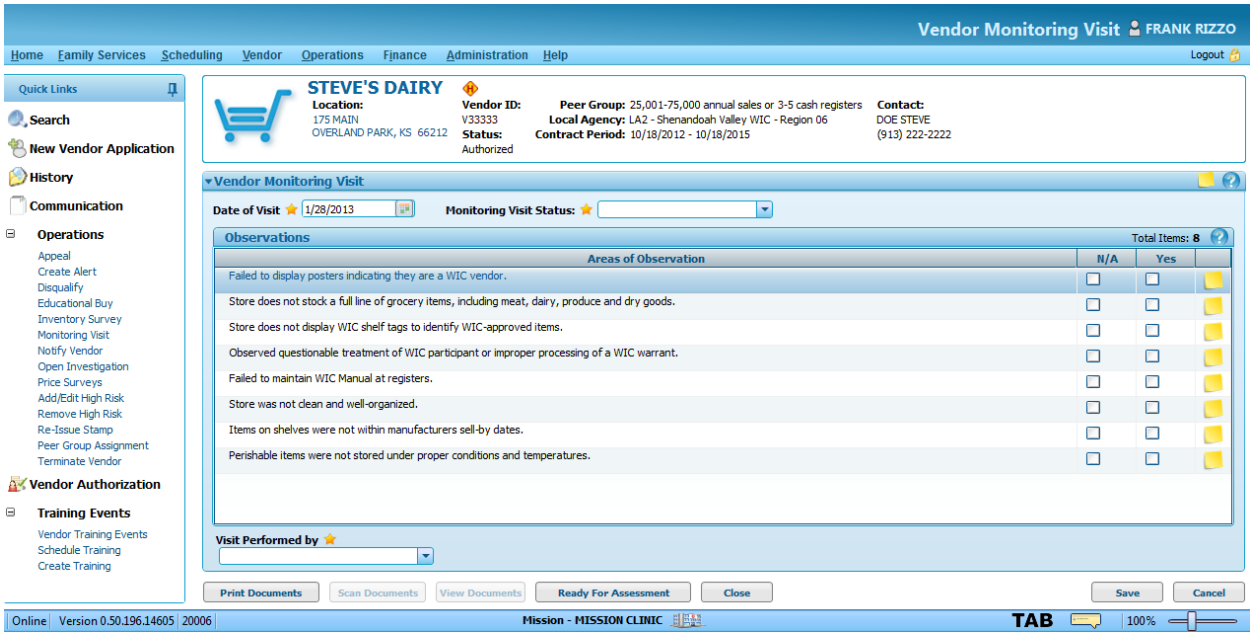
Task D. Accessing the Vendor Violation Choices Screen 3-61

Task E. Assessing One or More Violations..... 3-64

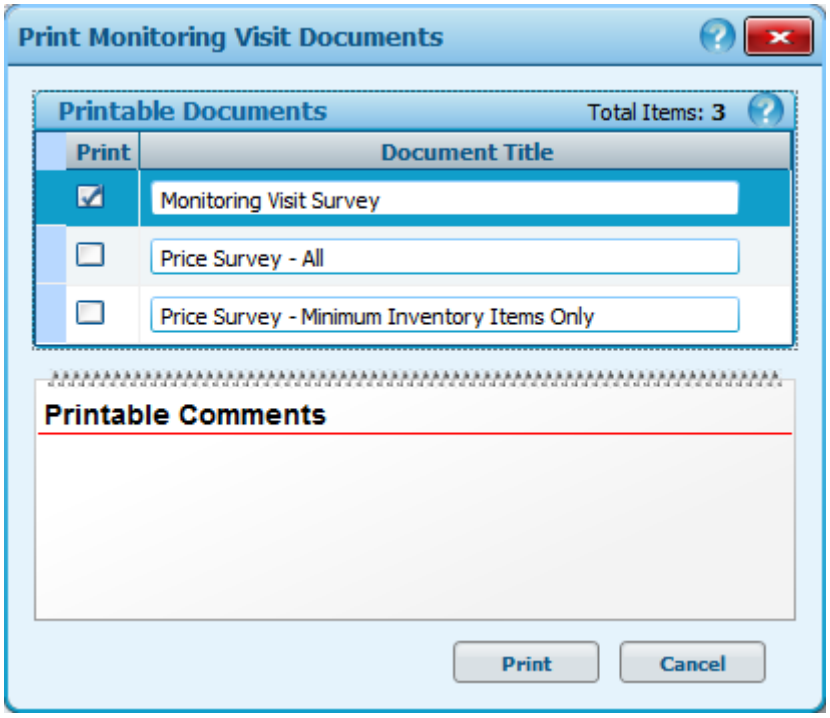
Task A. Printing Monitoring Visit Document(s)

Complete the following steps to perform this task:

1. Search for and access the desired vendor record. The Vendor Folder screen displays.
2. From the **Vendor Folder** screen, go to **Quick Links → Operations → Monitoring Visit**. The **Vendor Monitoring Visit** screen displays.



3. Click **Print Documents**. The **Print Monitoring Visit Documents** screen displays.

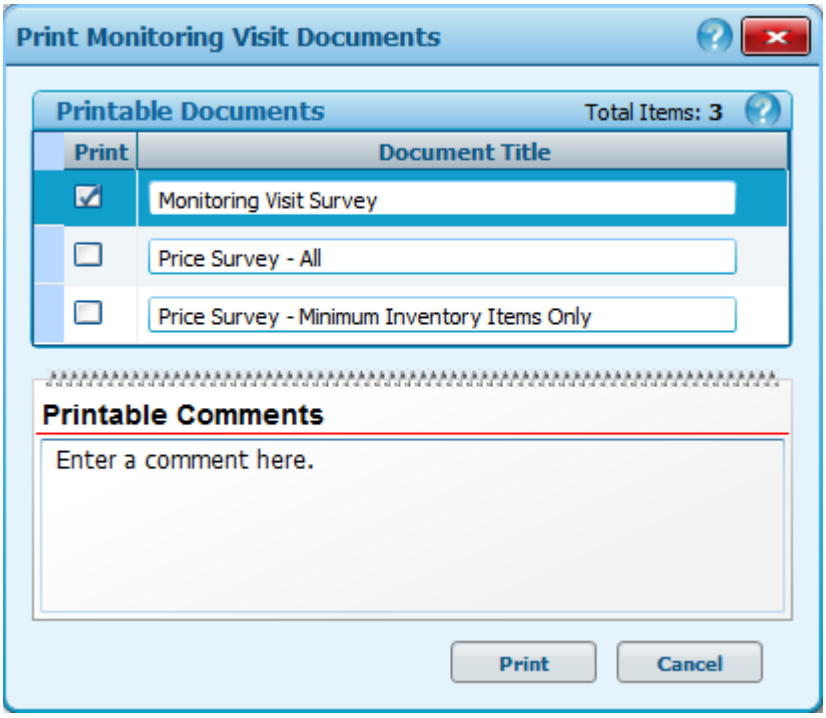


4. Select the options as necessary from the **Printable Documents** grid.

Specific documents may be selected by default. This is a configurable option.

Several documents can be printed at once. For example, if the Monitoring Visit Survey and Price Survey are both needed, click both check boxes in the Print column to have both documents printed.

5. Enter **Printable Comments**, if necessary.



6. Click **Print**. You are returned to the **Vendor Monitoring Visit** screen and the selected document options are opened separately as a PDF document.
7. Do one or both of the following:
   - Print the document(s) to a printer for use during the upcoming monitoring visit.
   - Save the PDF document(s) to your local workstation or to a network drive as necessary.

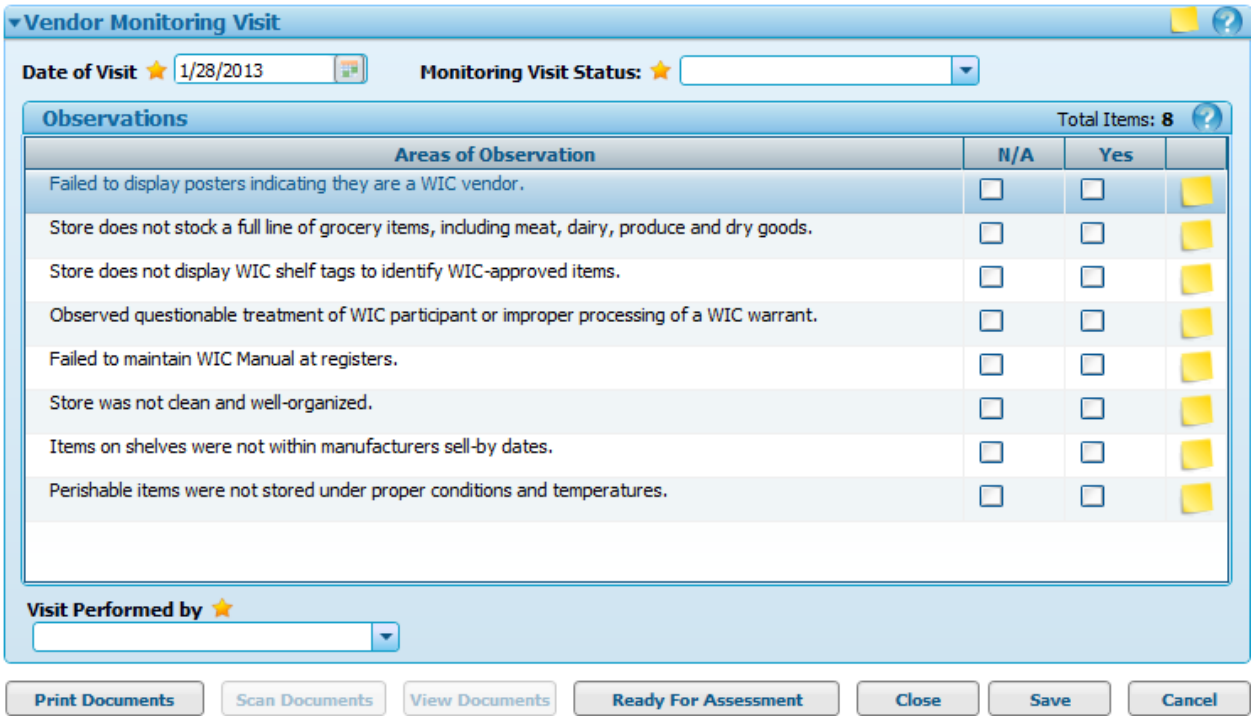
The PDF document(s) are locked and cannot be edited, however saving a document may make reprinting a copy of the original document more convenient if a replacement is ever needed.

8. Close PDF files as necessary.

Task B. Documenting the Results of a Monitoring Visit

Complete the following steps to perform this task:

1. While still on the **Vendor Monitoring Visit** screen, modify the **Date of Visit**, if necessary.


Vendor Monitoring Visit
Date of Visit
1/28/2013
Monitoring Visit Status:
Observations
Total Items: 8
Areas of Observation
N/A
Yes
Failed to display posters indicating they are a WIC vendor.
Store does not stock a full line of grocery items, including meat, dairy, produce and dry goods.
Store does not display WIC shelf tags to identify WIC-approved items.
Observed questionable treatment of WIC participant or improper processing of a WIC warrant.
Failed to maintain WIC Manual at registers.
Store was not clean and well-organized.
Items on shelves were not within manufacturers sell-by dates.
Perishable items were not stored under proper conditions and temperatures.
Visit Performed by
Print Documents
Scan Documents
View Documents
Ready For Assessment
Close
Save
Cancel

As stated at the beginning of this scenario, assume the monitoring visit has occurred and the user is now attempting to enter the results of the visit.

The Date of Visit defaults to the current system date.

2. Select the **Monitoring Visit Status**.
3. Within the **Observations** grid, make appropriate selections for each area of observation as necessary.

Select N/A if the area is not applicable to the monitoring visit.

Select Yes if the vendor is non-compliant.

Do not make a selection if the vendor is compliant.

4. Select the staff member that performed the monitoring visit in **Visit Performed By**.

Click Save to save the information. This enables access and editing at a later time.

Task C. Closing the Monitoring Visit

Complete the following steps to perform this task:

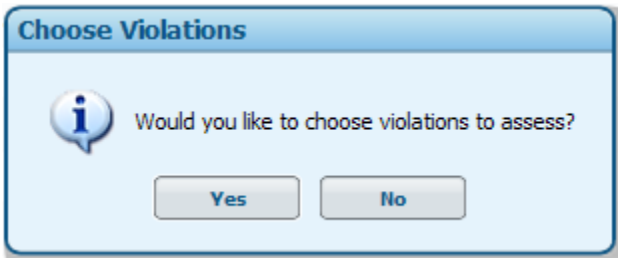
1. While still on the **Vendor Monitoring Visit** screen, click **Close**. The **Close Monitoring Visit** screen displays.

If you do not have the necessary permissions to Close a monitoring visit, click Ready for Assessment. A task will be added to the Dashboard of the individual(s) with the necessary permissions prompting them to review and close the monitoring visit.

2. Select a **Monitoring Visit Assessment**.
3. Enter **Monitoring Visit Comments** if necessary.
4. Click **Close Monitoring Visit**. A confirmation message displays indicating that a final status will be saved making the monitoring visit a permanent part of the Vendor record. Click **Yes** or **No** to proceed.
   - Click **No** to return to the **Vendor Monitoring Visit** screen.
   - Click **Yes** to display either the **Notify Vendor** screen or the **Choose Violations** screen.

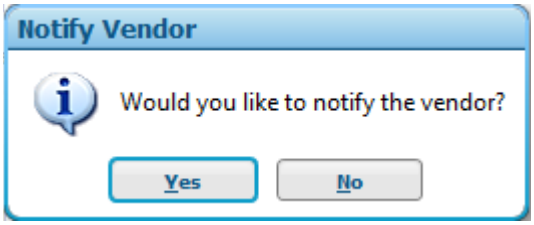
The screen displayed is dependent upon the selection made in the Monitoring Visit Assessment drop-down list. The Choose Violations screen displays if Fail is selected in Monitoring Visit Assessment. The Notify Vendor screen displays if Pass, Cancelled, or Rejected is selected in Monitoring Visit Assessment.

5. If the **Choose Violations** screen displays, complete the following:



- Click **Yes** to assess one or more violations. The **Vendor Violation Choices** screen displays.
  - Complete the **Vendor Violation Choices** screen. This process is described in the following Tasks.
- Click **No** to bypass the option of assessing violations. The **Notify Vendor** screen displays.

6. If the **Notify Vendor** screen displays, complete the following:



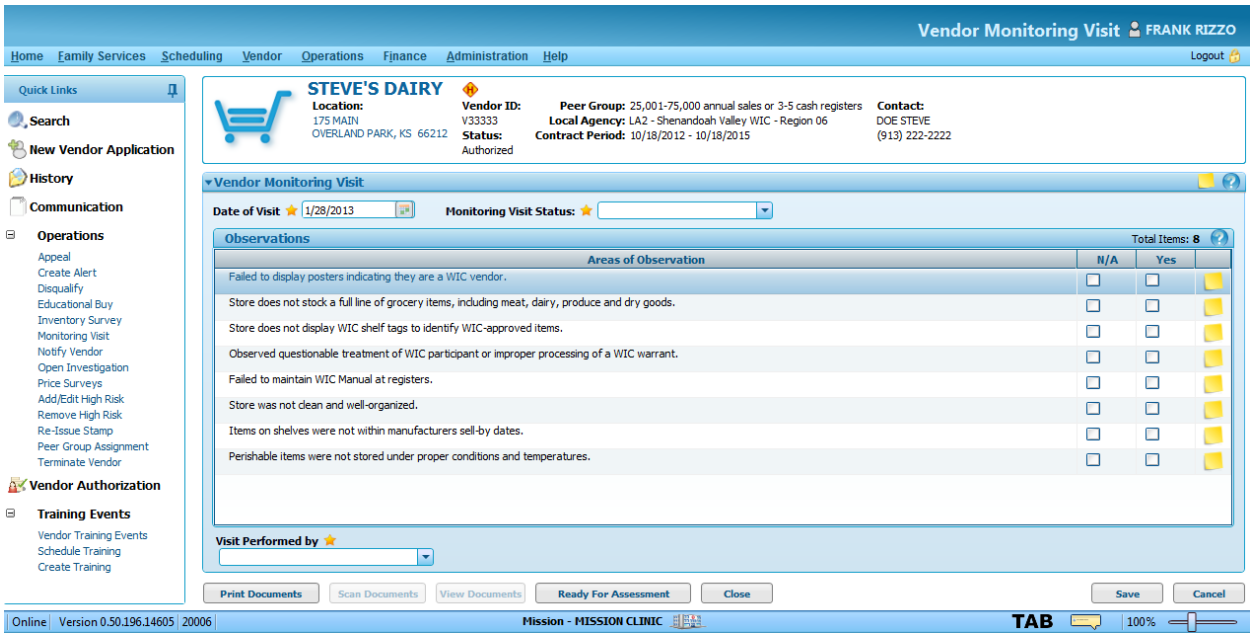
- Click **No** to return to the **Vendor Folder** screen. The status of the current monitoring visit is closed.
- Click **Yes** to display the **Vendor Notifications** screen.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

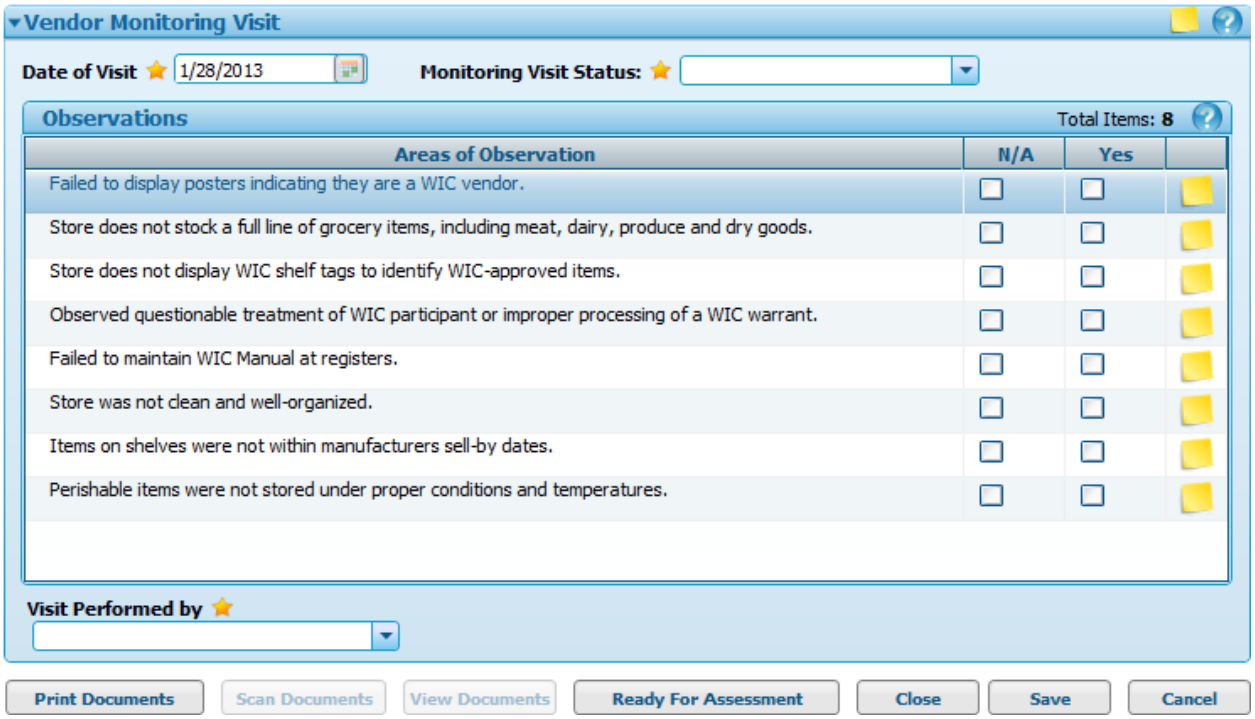
Task D. Accessing the Vendor Violation Choices Screen

Complete the following steps to perform this task:

1. Search for and access an authorized vendor record. The Vendor Folder screen displays.
2. From the **Vendor Folder** screen, go to **Quick Links → Operations → Monitoring Visit**. The **Vendor Monitoring Visit** screen displays.

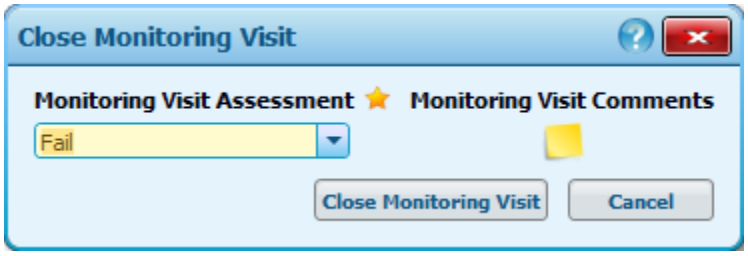


3. Complete the screen and document violations.

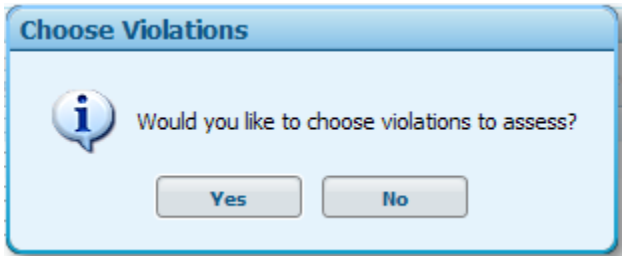

Vendor Monitoring Visit
Date of Visit
1/28/2013
Monitoring Visit Status:
Observations
Total Items: 8
Areas of Observation
N/A
Yes
Failed to display posters indicating they are a WIC vendor.
Store does not stock a full line of grocery items, including meat, dairy, produce and dry goods.
Store does not display WIC shelf tags to identify WIC-approved items.
Observed questionable treatment of WIC participant or improper processing of a WIC warrant.
Failed to maintain WIC Manual at registers.
Store was not clean and well-organized.
Items on shelves were not within manufacturers sell-by dates.
Perishable items were not stored under proper conditions and temperatures.
Visit Performed by
Print Documents
Scan Documents
View Documents
Ready For Assessment
Close
Save
Cancel

4. Click **Close**. The **Close Monitoring Visit** screen displays.

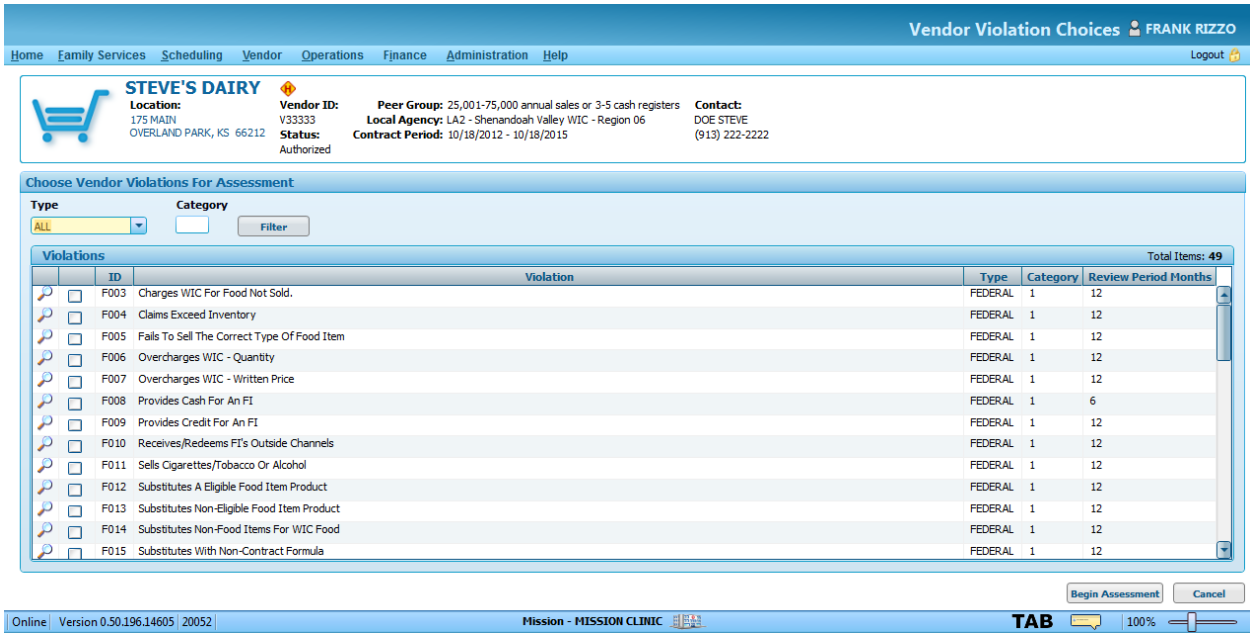
1. Select "Fail" from the **Monitoring Visit Assessment** drop-down list.



2. Click **Close Monitoring Visit**. A confirmation message displays indicating that a final status will be saved making the monitoring visit a permanent part of the Vendor record. Click **Yes** to proceed. The **Choose Violations** screen displays.



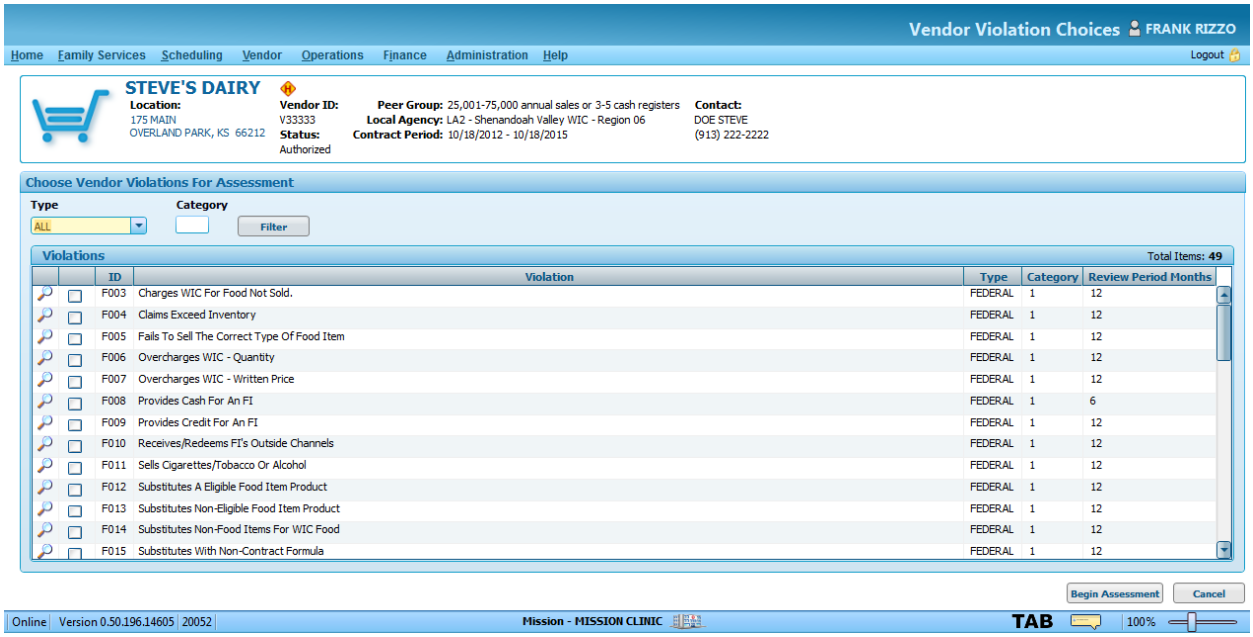
3. Click **Yes**. The **Vendor Violation Choices** screen displays.


Vendor Violation Choices
FRANK RIZZO
Home Family Services Scheduling Vendor Operations Finance Administration Help
Logout
STEVE'S DAIRY
Location:
175 MAIN
OVERLAND PARK, KS 66212
Vendor ID:
V33333
Status:
Authorized
Peer Group: 25,001-75,000 annual sales or 3-5 cash registers
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contract Period: 10/18/2012 - 10/18/2015
Contact:
DOE STEVE
(913) 222-2222
Choose Vendor Violations For Assessment
Type
ALL
Category
Filter
Violations
Total Items: 49
ID
Violation
Type
Category
Review Period Months
F003 Charges WIC For Food Not Sold. FEDERAL 1 12
F004 Claims Exceed Inventory FEDERAL 1 12
F005 Fails To Sell The Correct Type Of Food Item FEDERAL 1 12
F006 Overcharges WIC - Quantity FEDERAL 1 12
F007 Overcharges WIC - Written Price FEDERAL 1 12
F008 Provides Cash For An FI FEDERAL 1 6
F009 Provides Credit For An FI FEDERAL 1 12
F010 Receives/Redeems FI's Outside Channels FEDERAL 1 12
F011 Sells Cigarettes/Tobacco Or Alcohol FEDERAL 1 12
F012 Substitutes A Eligible Food Item Product FEDERAL 1 12
F013 Substitutes Non-Eligible Food Item Product FEDERAL 1 12
F014 Substitutes Non-Food Items For WIC Food FEDERAL 1 12
F015 Substitutes With Non-Contract Formula FEDERAL 1 12
Begin Assessment
Cancel
Online
Version 0.50.196.14605
20052
Mission - MISSION CLINIC
TAB
100%

Task E. Assessing One or More Violations

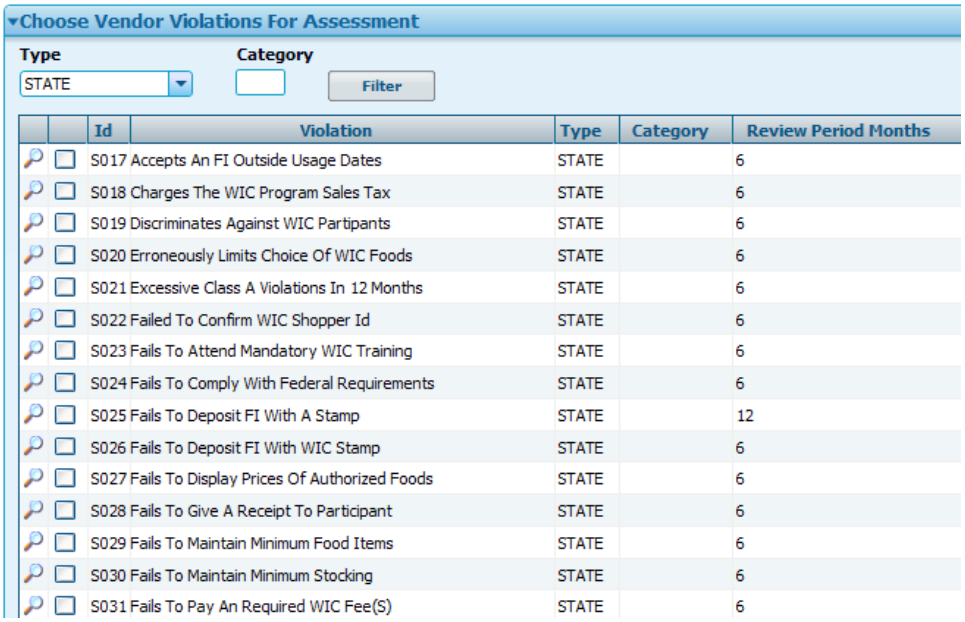
Complete the following steps to perform this task:

1. Under **Choose Vendor Violations for Assessment**, select a **Type** of violation to filter the grid results.



Upon initial display of the screen, the grid displays both types of violations (Federal and State). Filtering the results may make it easier to identify the desired violation(s).

2. Enter a **Category** to further filter the results, if necessary.
3. Click **Filter**. The grid is updated to display the results matching the filter criteria.



Id	Violation	Type	Category	Review Period Months
S017	Accepts An FI Outside Usage Dates	STATE		6
S018	Charges The WIC Program Sales Tax	STATE		6
S019	Discriminates Against WIC Partipants	STATE		6
S020	Erroneously Limits Choice Of WIC Foods	STATE		6
S021	Excessive Class A Violations In 12 Months	STATE		6
S022	Failed To Confirm WIC Shopper Id	STATE		6
S023	Fails To Attend Mandatory WIC Training	STATE		6
S024	Fails To Comply With Federal Requirements	STATE		6
S025	Fails To Deposit FI With A Stamp	STATE		12
S026	Fails To Deposit FI With WIC Stamp	STATE		6
S027	Fails To Display Prices Of Authorized Foods	STATE		6
S028	Fails To Give A Receipt To Participant	STATE		6
S029	Fails To Maintain Minimum Food Items	STATE		6
S030	Fails To Maintain Minimum Stocking	STATE		6
S031	Fails To Pay An Required WIC Fee(S)	STATE		6

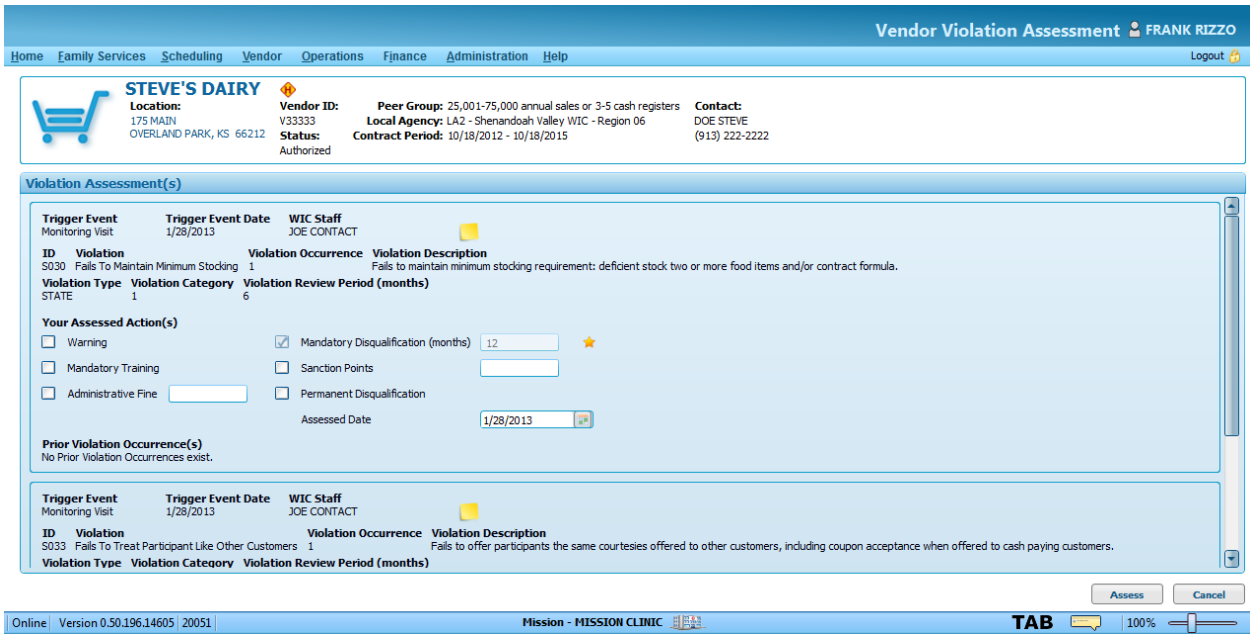
Due to filtering, only one type of violation (State) is displayed.

4. Choose one or more violations to assess within the grid.

S030 Fails To Maintain Minimum Stocking STATE
S031 Fails To Pay An Required WIC Fee(S) STATE
S032 Fails To Submit A Required Price List STATE
S033 Fails To Treat Participant Like Other Customers STATE
S034 Forges A Participant'S Signaturue STATE

Click the View button ( ) to view the details of a particular violation.

5. Click **Begin Assessment**. The **Vendor Violation Assessment** screen displays.


Vendor Violation Assessment
FRANK RIZZO
Home Family Services Scheduling Vendor Operations Finance Administration Help
Logout
STEVE'S DAIRY
Location: 175 MAIN OVERLAND PARK, KS 66212
Vendor ID: V33333
Status: Authorized
Peer Group: 25,001-75,000 annual sales or 3-5 cash registers
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contract Period: 10/18/2012 - 10/18/2015
Contact: DOE STEVE (913) 222-2222
Violation Assessment(s)
Trigger Event Monitoring Visit
Trigger Event Date 1/28/2013
WIC Staff JOE CONTACT
ID S030 Violation Fails To Maintain Minimum Stocking
Violation Occurrence 1
Violation Description Fails to maintain minimum stocking requirement: deficient stock two or more food items and/or contract formula.
Violation Type STATE
Violation Category 1
Violation Review Period (months) 6
Your Assessed Action(s)
Warning
Mandatory Training
Administrative Fine
Mandatory Disqualification (months) 12
Sanction Points
Permanent Disqualification
Assessed Date 1/28/2013
Prior Violation Occurrence(s)
No Prior Violation Occurrences exist.
Trigger Event Monitoring Visit
Trigger Event Date 1/28/2013
WIC Staff JOE CONTACT
ID S033 Violation Fails To Treat Participant Like Other Customers
Violation Occurrence 1
Violation Description Fails to offer participants the same courtesies offered to other customers, including coupon acceptance when offered to cash paying customers.
Violation Type
Violation Category
Violation Review Period (months)
Assess
Cancel
Online
Version 0.50.196.14605
20051
Mission - MISSION CLINIC
TAB
100%

If more than one violation was selected within the grid, each violation is displayed in a separate group box.

6. Review and/or modify the information for each violation and select **Your Assessed Action(s)** as needed.

The upper portion of each box displays read-only information defined for each violation during the setup process.

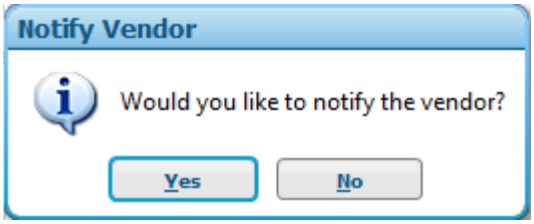
The lower portion of the box displays options that were defined during the setup process as well, but can be modified if necessary. In addition, the lower portion displays a history of occurrences for the selected violation if any exist.

7. Click **Assess**. A status message displays indicating that violations were assessed.

The violation(s) assessed may result in some form of disqualification. If this occurs, additional actions may be necessary.

If the violation does not result in disqualification, you are returned to the Vendor Folder and the violation is listed within the Vendor Event History grid.

8. If **Warning** was selected as an action, then the **Notify Vendor** screen displays. Complete the following:



- Click **No** to return to the **Vendor Folder** screen.
- Click **Yes** to display the **Vendor Notifications** screen.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Congratulations!

You have successfully completed the **Quick Links: Operations - Monitoring Visit** process.

Quick Links: Operations - Open Investigation

This scenario explains the process of initiating an investigation, recording investigation actions, closing an investigation, documenting an inventory audit, and recording compliance buy results initiated from an ongoing vendor investigation. An investigation can be initiated from within a vendor's folder or at the end of a vendor risk analysis. Regardless of how the investigation is initiated, the process of completing and closing an investigation takes place from within a vendor's folder on the Investigation screen.

The investigation itself supports two actions: 1) compliance buys and 2) inventory audits. The system is designed so that you can record the results of one or both of these actions within a single investigation. However, only one action of each type can be ongoing at a time.

An inventory audit is one of two investigation actions initiated as a result of completing an investigation. The inventory audit process consists of several phases. A separate screen exists for each phase of the process listed below:

- Identifying the food item(s) to be audited.
- Entering audit information obtained at the start of the audit period.
- Entering audit information obtained at the end of the audit period.
- Determining if over-redemption and/or periods of low inventory occurred.

For this task, assume an investigation is in progress and an inventory audit was selected as the investigation action.

A compliance buy is one of two investigation actions initiated as a result of completing an investigation. Redeemed compliance buy food instruments (FIs) are associated to the redeeming vendor automatically through the nightly batch process, but for the FIs to be viewed via the application, a compliance buy investigation action must exist for the vendor with a status other than closed. If no compliance buy FIs have been redeemed for the vendor, no FI data is displayed on the **Compliance Buy** screen.

For this task, assume an investigation is in progress and a compliance buy was selected as the investigation action.

This process includes the following task(s):

Task A. Initiating an Investigation 3-69
Task B. Recording Investigation Actions 3-71
Task C. Closing an Investigation 3-73
Task D. Identifying Food Items to be Audited 3-74
Task E. Entering Initial Audit Information 3-76
Task F. Entering Ending Audit Information 3-80
Task G. Recording Product Invoices 3-83
Task H. Reviewing Redemption 3-86
Task I. Viewing Insufficient Inventory Results 3-88
Task J. Closing an Inventory Audit 3-90
Task K. Entering Receipt Amount Information 3-92
Task L. Closing the Compliance Buy Action 3-95

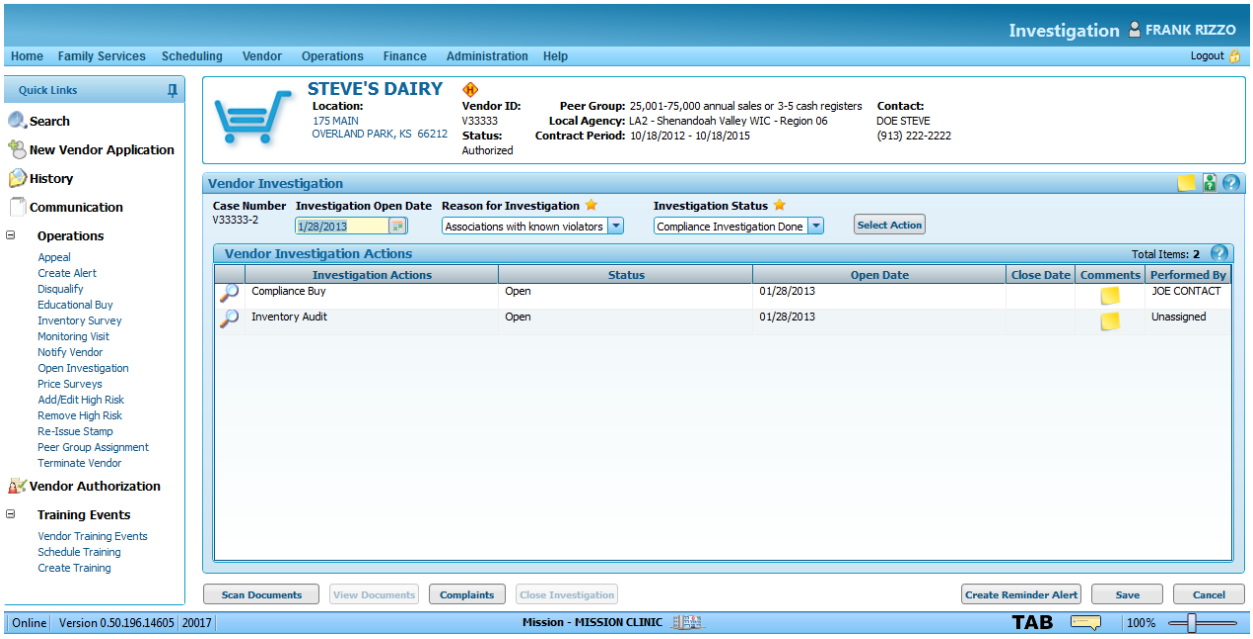
Task A. Initiating an Investigation

Complete the following steps to perform this task:

1. Search for and access the desired vendor record.

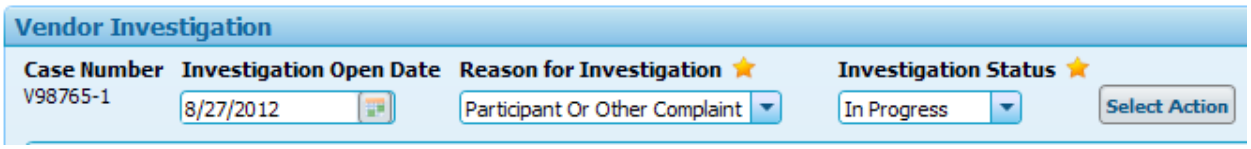
When using the Vendor Search screen to conduct a search, locate vendor records with an open investigation by selecting the Open Investigations check box.

2. From the **Vendor Folder** screen, go to **Quick Links → Operations → Open Investigation**. The **Investigation** screen displays.



To access a previously created Open Investigation, click the Open Event button ( ) within the Vendor Investigation Actions grid.

3. Review and/or modify the **Investigation Open Date**.
4. Select a **Reason** for investigation.
5. Select the **Investigation Status**.



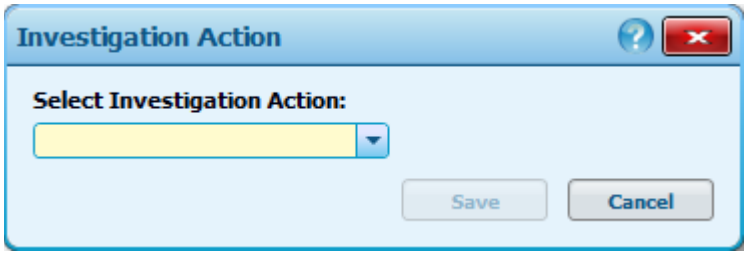
A Case Number is assigned by the application automatically. It is comprised of the vendor's ID number plus a sequential number (i.e. – 1, 2, 3 etc).

If the investigation was initiated as a result of a vendor risk analysis, the reason automatically populates based on the risk code assigned during the analysis.

Task B. Recording Investigation Actions

Complete the following steps to perform this task:

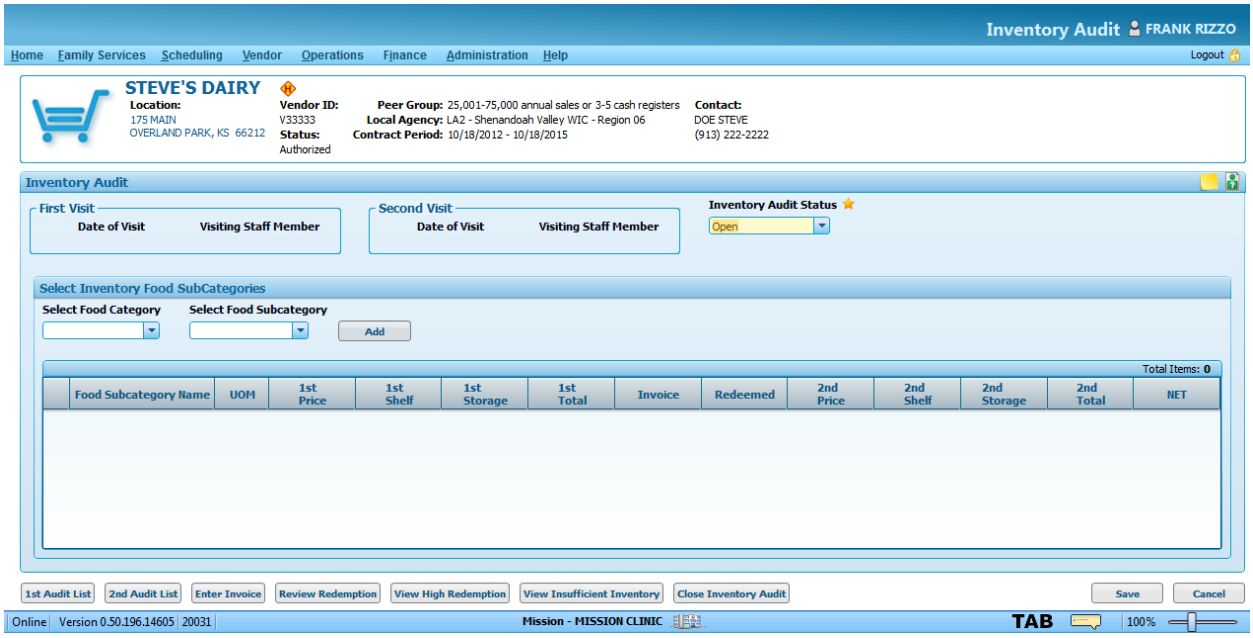
1. Click **Select Action**. The **Investigation Action** screen displays.



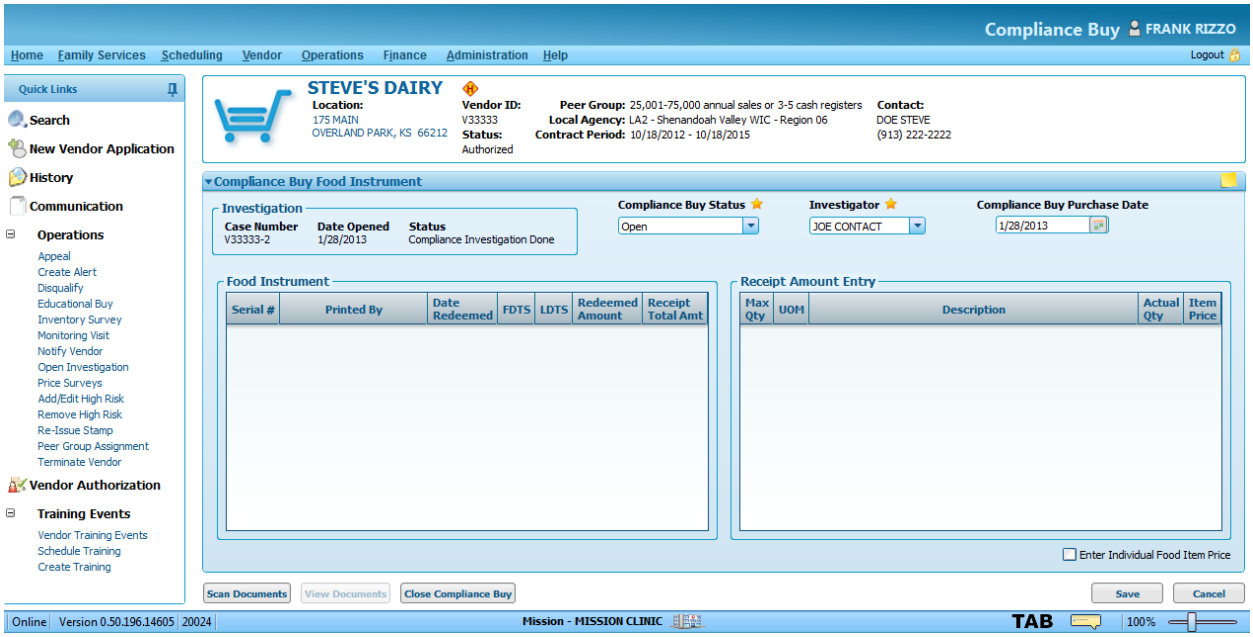
2. Select an investigation action.

> Two investigation actions are possible: 1) compliance buys and 2) inventory audits.

3. Click **Save**. A status message displays indicating success and you are navigated to one of two screens to complete the selected type of investigation:
   - Inventory Audit



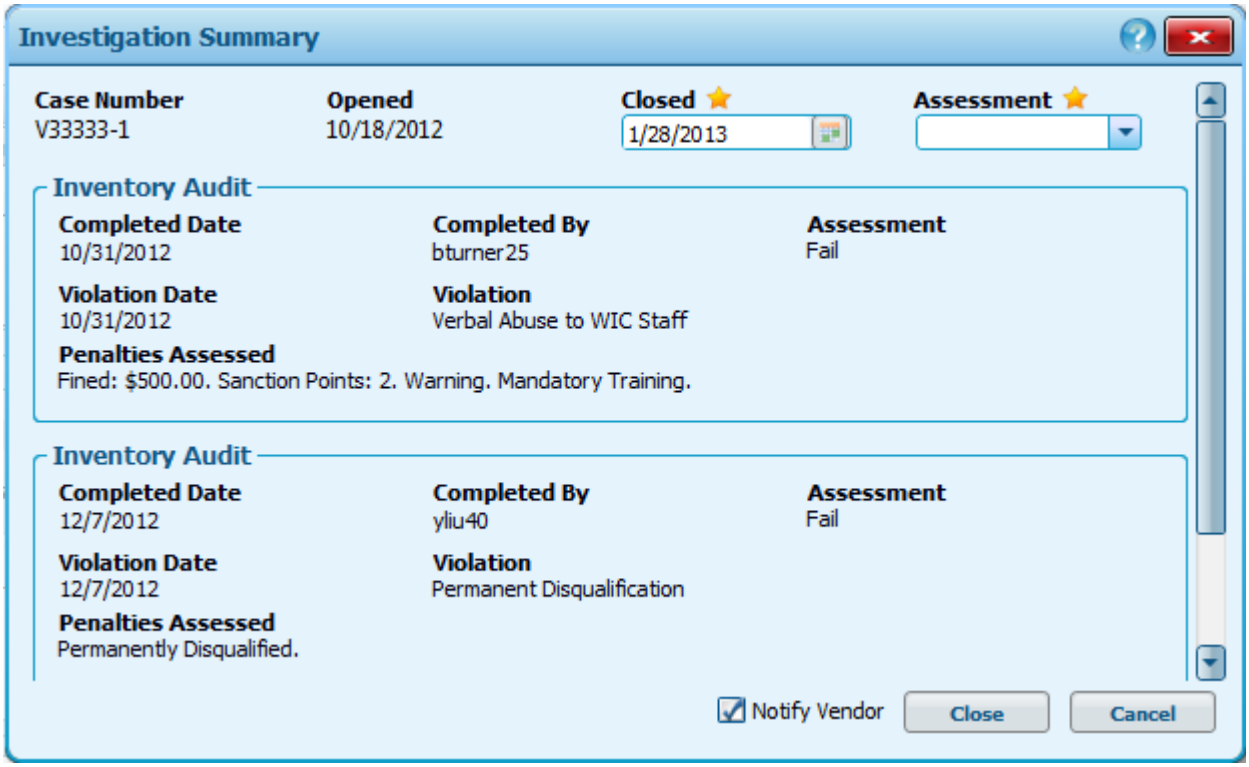
- Compliance Buy



Task C. Closing an Investigation

Complete the following steps to perform this task:

1. From the **Investigation** screen, click **Close Investigation**. The **Investigation Summary** screen displays.



If you are not ready to close the investigation, click Save to save your progress and complete the investigation process at a later time.

Add a reminder alert by clicking Create Reminder Alert on the Investigation screen.

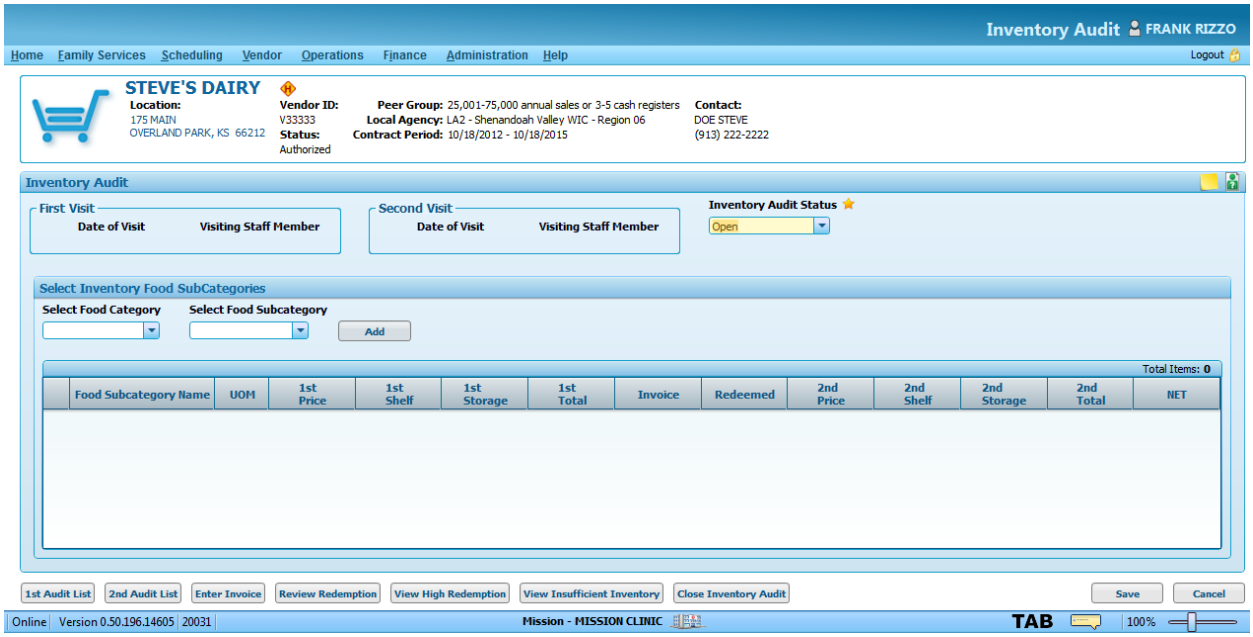
2. Review and/or modify the **Closed** date as necessary.
3. Make a selection from the **Assessment** drop-down list for the investigation as a whole.
4. Click **Close**. A status message displays indicating success and the **Vendor Event History** grid is updated to display the investigation. The **Vendor Notifications** screen displays.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Task D. Identifying Food Items to be Audited

Complete the following steps to perform this task:

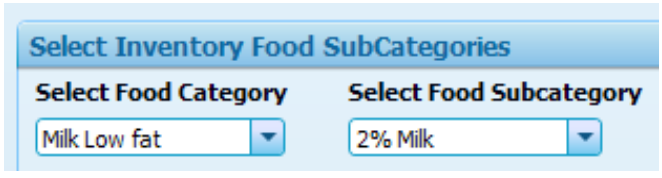
1. View the **Inventory Audit** screen.



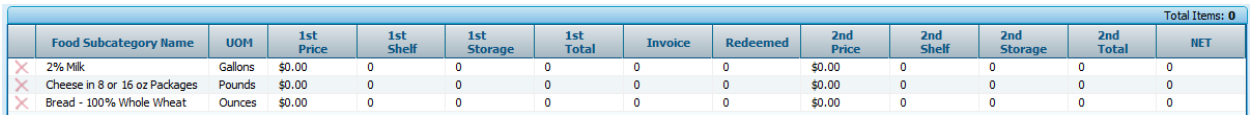
The first phase of the process is to enter the Inventory Audit Status and to identify one or more food items to be audited.

2. Enter or select the **Inventory Audit Status**.

3. Identify items to be audited by competing the following:
   - Enter or select a food category within the **Select Food Category** drop down list.
   - Enter or select a food subcategory within the **Select Food Subcategory** drop down list.

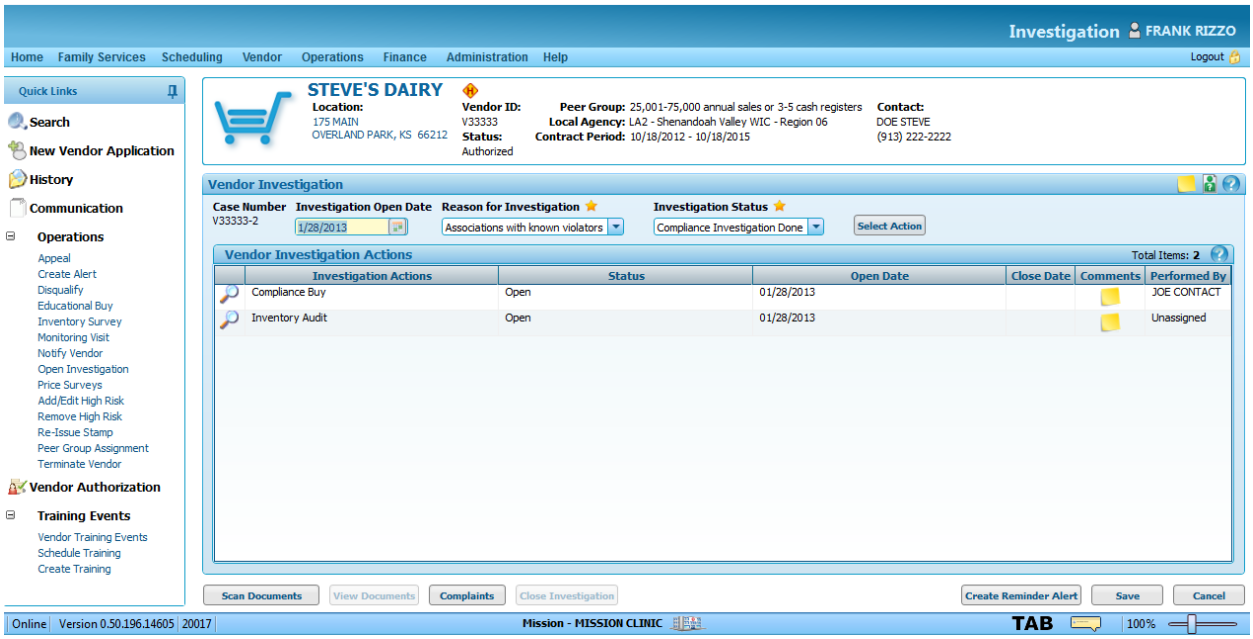


- Click **Add**. The grid displays items matching the selected food category and food subcategory.


Total Items: 0
Food Subcategory Name
UOM
1st Price
1st Shelf
1st Storage
1st Total
Invoice
Redeemed
2nd Price
2nd Shelf
2nd Storage
2nd Total
NET
2% Milk Gallons $0.00 0 0 0 0 0 $0.00 0 0 0 0
Cheese in 8 or 16 oz Packages Pounds $0.00 0 0 0 0 0 $0.00 0 0 0 0
Bread - 100% Whole Wheat Ounces $0.00 0 0 0 0 0 $0.00 0 0 0 0

Repeat this step until all items needing to be audited are added to the grid.

4. Once items to be audited are added to the grid, click **Save**. A status message displays indicating success and you are directed to the **Investigation** screen.



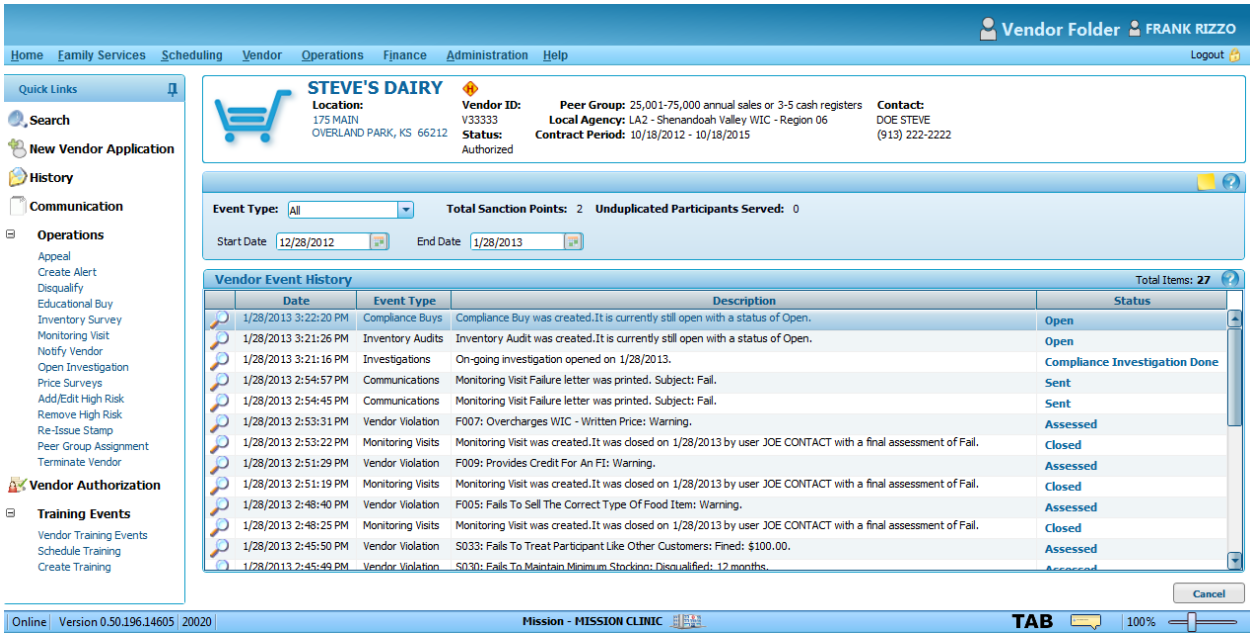
At this point, it would be necessary for WIC staff to visit the selected vendor and to collect initial audit information. Once collected, continue to Task B – Entering Initial Audit Information.

Click Create Reminder Alert to create an alert to remind staff to review an open investigation.

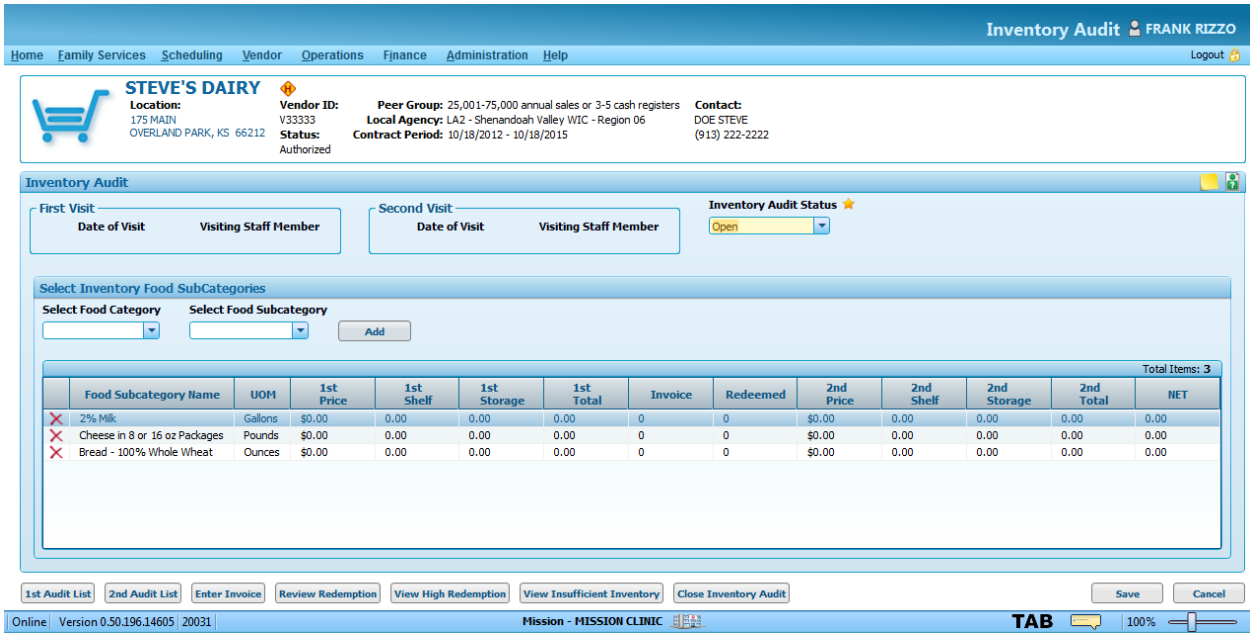
Task E. Entering Initial Audit Information

Complete the following steps to perform this task:

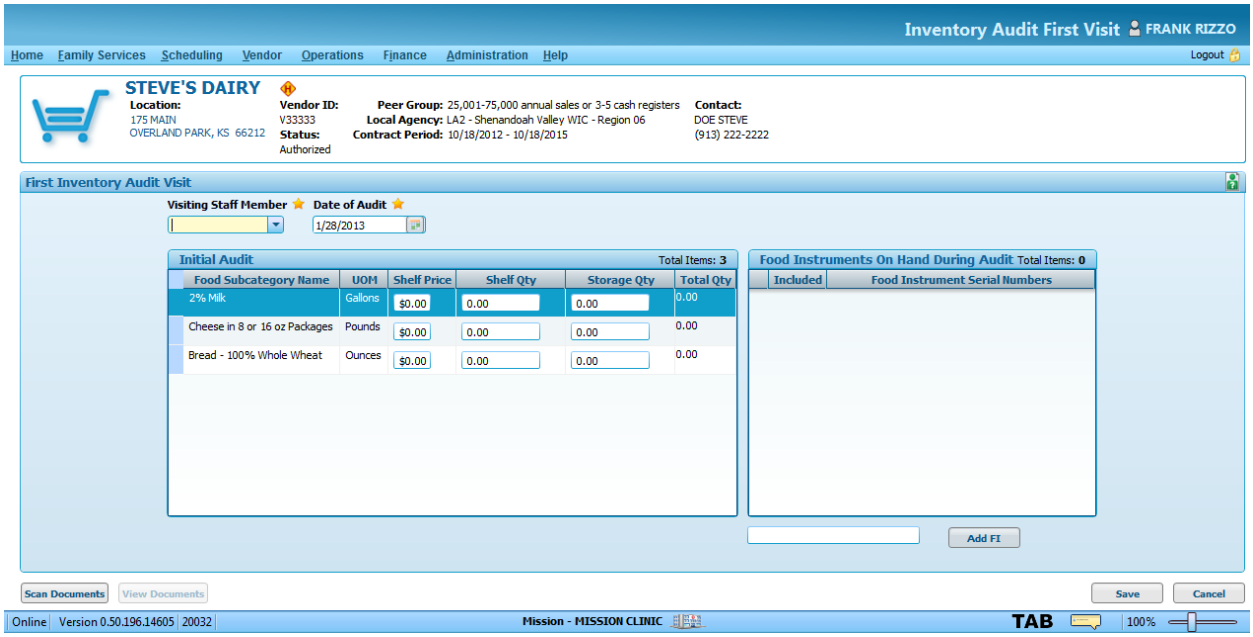
1. Search for and access the desired vendor record. The **Vendor Folder** screen displays.


Vendor Folder
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Quick Links
Search
New Vendor Application
History
Communication
Operations
Appeal
Create Alert
Disqualify
Educational Buy
Inventory Survey
Monitoring Visit
Notify Vendor
Open Investigation
Price Surveys
Add/Edit High Risk
Remove High Risk
Re-Issue Stamp
Peer Group Assignment
Terminate Vendor
Vendor Authorization
Training Events
Vendor Training Events
Schedule Training
Create Training
STEVE'S DAIRY
Location:
175 MAIN
OVERLAND PARK, KS 66212
Vendor ID:
V33333
Status:
Authorized
Peer Group: 25,001-75,000 annual sales or 3-5 cash registers
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contract Period: 10/18/2012 - 10/18/2015
Contact:
DOE STEVE
(913) 222-2222
Event Type: All
Total Sanction Points: 2
Unduplicated Participants Served: 0
Start Date 12/28/2012
End Date 1/28/2013
Vendor Event History
Total Items: 27
Date
Event Type
Description
Status
1/28/2013 3:22:20 PM Compliance Buys Compliance Buy was created.It is currently still open with a status of Open. Open
1/28/2013 3:21:26 PM Inventory Audits Inventory Audit was created.It is currently still open with a status of Open. Open
1/28/2013 3:21:16 PM Investigations On-going investigation opened on 1/28/2013. Compliance Investigation Done
1/28/2013 2:54:57 PM Communications Monitoring Visit Failure letter was printed. Subject: Fail. Sent
1/28/2013 2:54:45 PM Communications Monitoring Visit Failure letter was printed. Subject: Fail. Sent
1/28/2013 2:53:31 PM Vendor Violation F007: Overcharges WIC - Written Price: Warning. Assessed
1/28/2013 2:53:22 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:51:29 PM Vendor Violation F009: Provides Credit For An FI: Warning. Assessed
1/28/2013 2:51:19 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:48:40 PM Vendor Violation F005: Fails To Sell The Correct Type Of Food Item: Warning. Assessed
1/28/2013 2:48:25 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:45:50 PM Vendor Violation S033: Fails To Treat Participant Like Other Customers: Fined: $100.00. Assessed
Cancel
Online
Version 0.50.196.14605
20020
Mission - MISSION CLINIC
TAB
100%

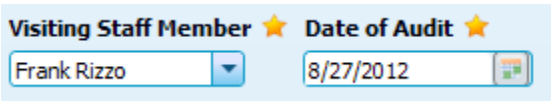
2. To access a previously created inventory audit, click the **Open Event** button ( ) within the **Vendor Event History** grid. The **Inventory Audit** screen displays.



3. Click **1st Audit List**. The **Inventory Audit First Visit** screen displays.



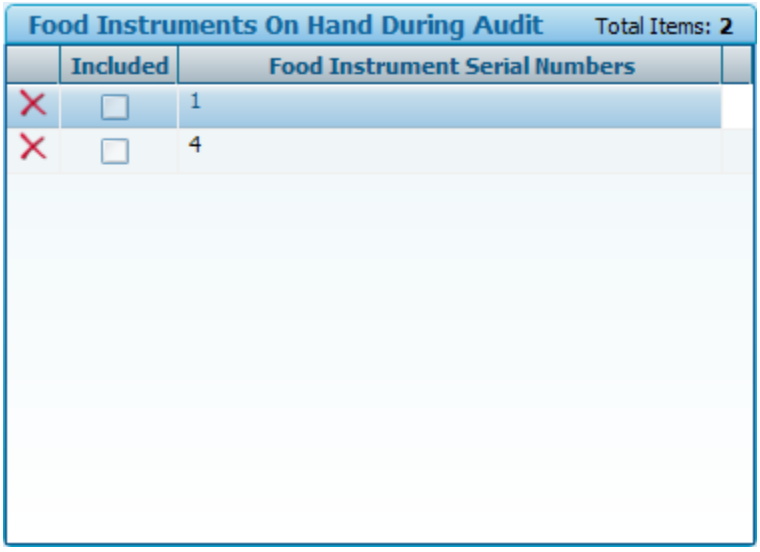
4. Enter or select the **Visiting Staff Member**.
5. Enter or select the **Date of Audit**.



6. Under **Initial Audit**, complete the following for each item listed within the grid:
   - Enter the **Shelf Price**.
   - Enter the **Shelf Qty**.
   - Enter the **Storage Qty**.

7. Enter food instruments on hand during the visit by completing the following:
   - Enter a valid food instrument number into the text box.

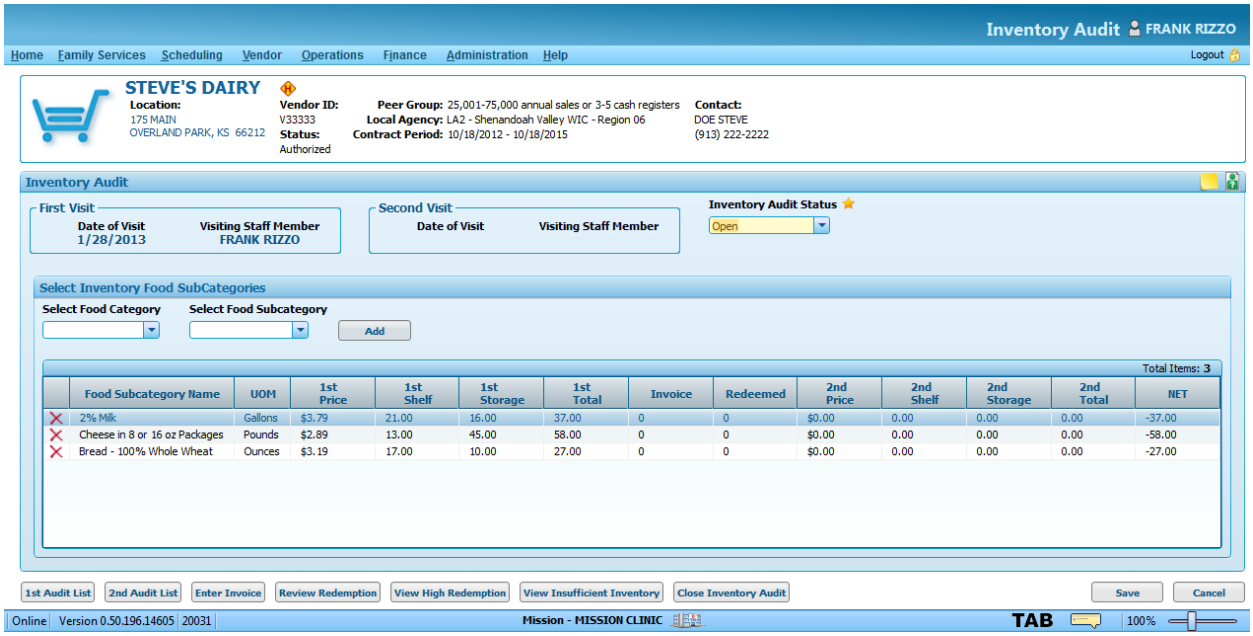
   - Click **Add FI**. The food instrument is added to the grid.



To delete a food instrument from the grid, click the Delete button (✕).

Click Scan Document to scan and associate a document to the selected vendor record.

8. Click **Save**. A status message displays indicating success. You are returned to the **Inventory Audit** screen and the grid is updated to display the results of the initial audit visit.



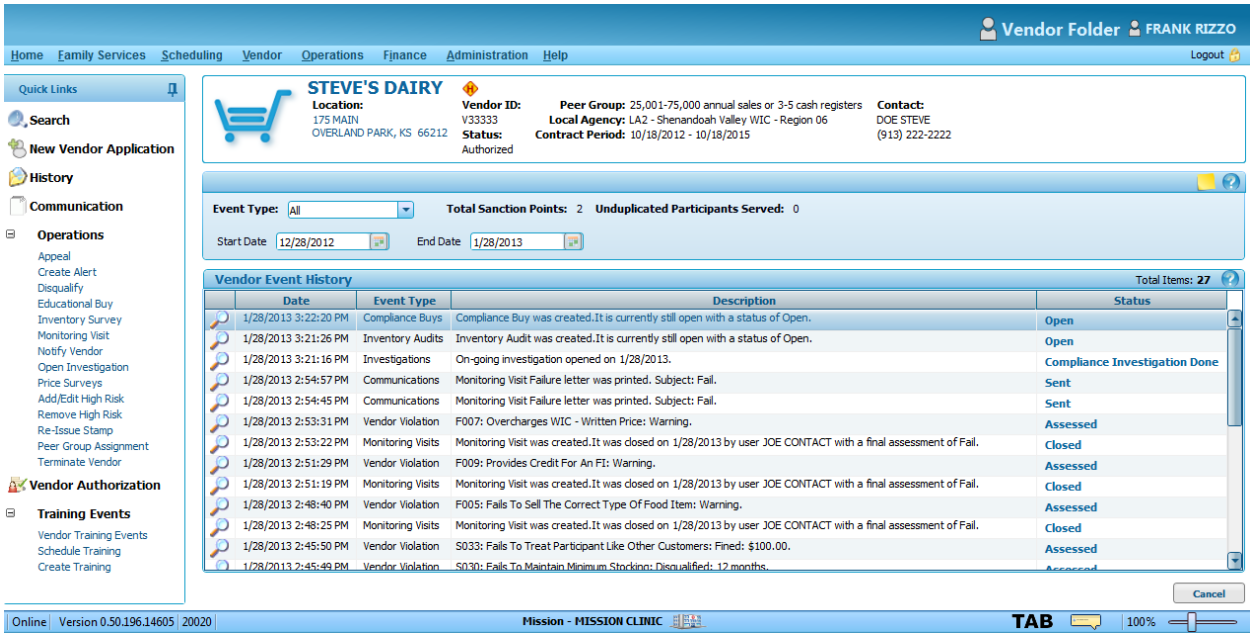
At this point, WIC staff will wait a period of time before visiting the vendor a second time to collect additional information. Once the second visit occurs, continue to Task C – Entering Ending Audit Information.

At least one calendar day must pass before the second visit occurs.

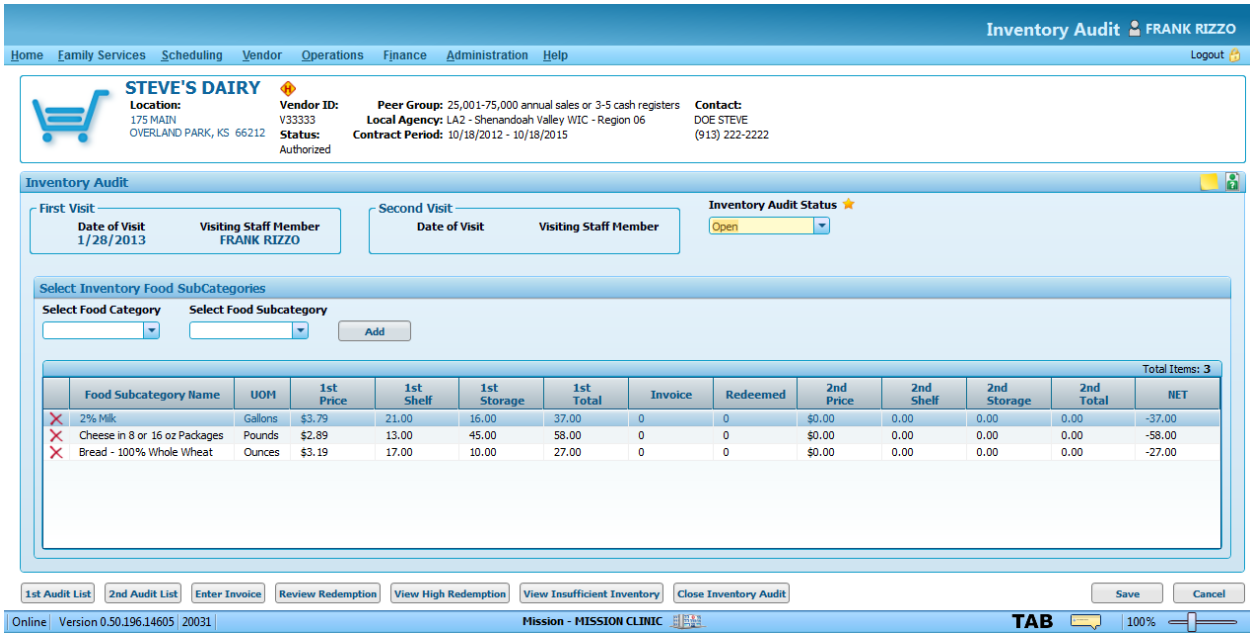
Task F. Entering Ending Audit Information

Complete the following steps to perform this task:

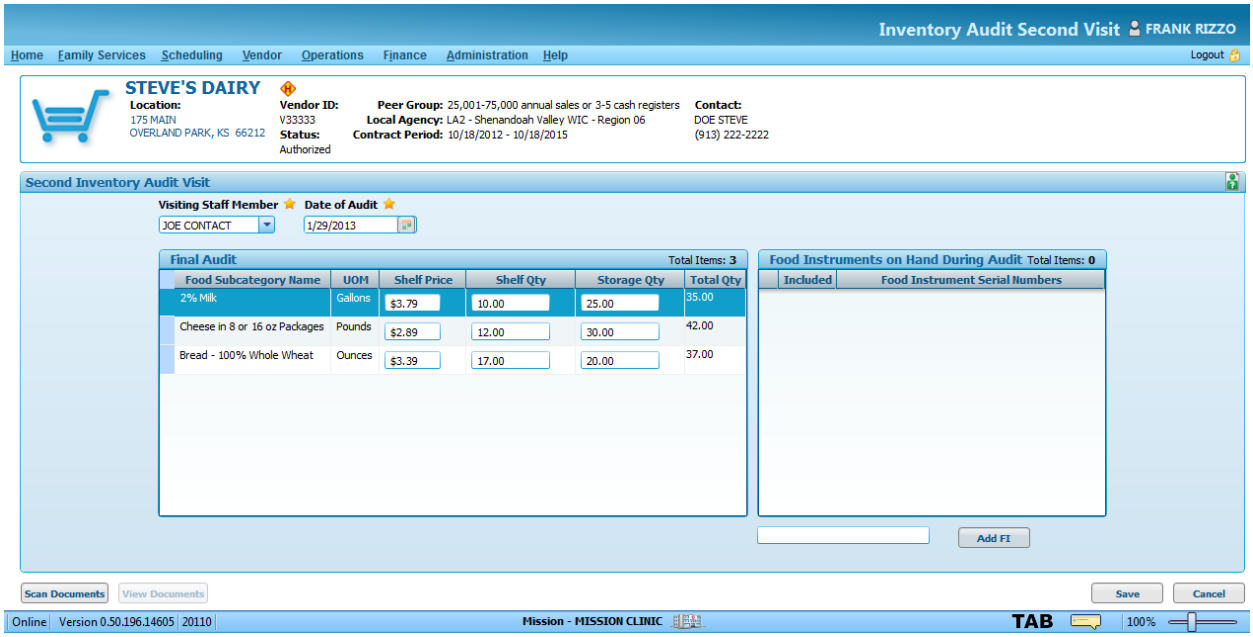
1. Search for and access the desired vendor record. The **Vendor Folder** screen displays.


Vendor Folder
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Quick Links
Search
New Vendor Application
History
Communication
Operations
Appeal
Create Alert
Disqualify
Educational Buy
Inventory Survey
Monitoring Visit
Notify Vendor
Open Investigation
Price Surveys
Add/Edit High Risk
Remove High Risk
Re-Issue Stamp
Peer Group Assignment
Terminate Vendor
Vendor Authorization
Training Events
Vendor Training Events
Schedule Training
Create Training
STEVE'S DAIRY
Location:
175 MAIN
OVERLAND PARK, KS 66212
Vendor ID:
V33333
Status:
Authorized
Peer Group: 25,001-75,000 annual sales or 3-5 cash registers
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contract Period: 10/18/2012 - 10/18/2015
Contact:
DOE STEVE
(913) 222-2222
Event Type: All
Total Sanction Points: 2
Unduplicated Participants Served: 0
Start Date 12/28/2012
End Date 1/28/2013
Vendor Event History
Total Items: 27
Date
Event Type
Description
Status
1/28/2013 3:22:20 PM Compliance Buys Compliance Buy was created.It is currently still open with a status of Open. Open
1/28/2013 3:21:26 PM Inventory Audits Inventory Audit was created.It is currently still open with a status of Open. Open
1/28/2013 3:21:16 PM Investigations On-going investigation opened on 1/28/2013. Compliance Investigation Done
1/28/2013 2:54:57 PM Communications Monitoring Visit Failure letter was printed. Subject: Fail. Sent
1/28/2013 2:54:45 PM Communications Monitoring Visit Failure letter was printed. Subject: Fail. Sent
1/28/2013 2:53:31 PM Vendor Violation F007: Overcharges WIC - Written Price: Warning. Assessed
1/28/2013 2:53:22 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:51:29 PM Vendor Violation F009: Provides Credit For An FI: Warning. Assessed
1/28/2013 2:51:19 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:48:40 PM Vendor Violation F005: Fails To Sell The Correct Type Of Food Item: Warning. Assessed
1/28/2013 2:48:25 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:45:50 PM Vendor Violation S033: Fails To Treat Participant Like Other Customers: Fined: $100.00. Assessed
Cancel
Online
Version 0.50.196.14605
20020
Mission - MISSION CLINIC
TAB
100%

2. To access a previously created inventory audit, click the **Open Event** button ( ) within the **Vendor Event History** grid. The **Inventory Audit** screen displays.



3. Click **2nd Audit List**. The **Inventory Audit Second Visit** screen displays.



4. Enter or select the **Visiting Staff Member**.
5. Enter or select the **Date of Audit**.

6. Under **Final Audit**, complete the following for each item listed within the grid:
   - Enter the **Shelf Price**.
   - Enter the **Shelf Qty**.
   - Enter the **Storage Qty**.

7. Enter food instruments on hand during the visit by completing the following, if necessary:
   - Enter a valid food instrument number in the text box.

   - Click **Add FI**. The food instrument is added to the grid.

To delete a food instrument from the grid, click the Delete button (✕).

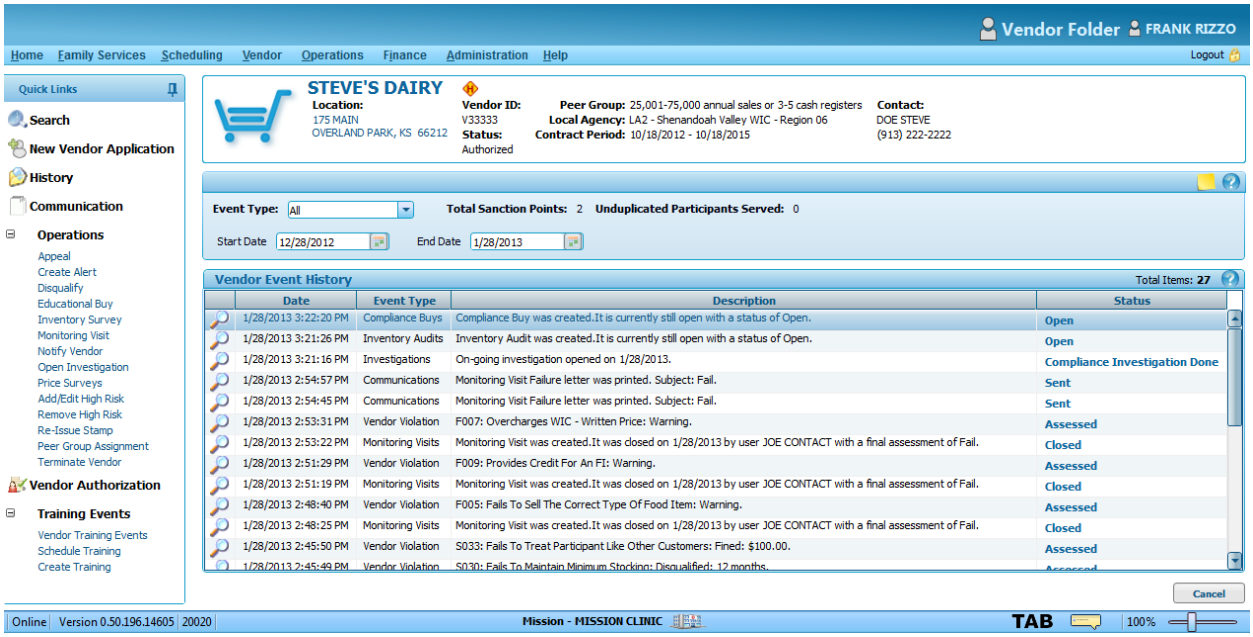
Click Scan Document to scan and associate a document to the selected vendor record.

8. Click **Save**. A status message displays indicating success. You are returned to the **Inventory Audit** screen.

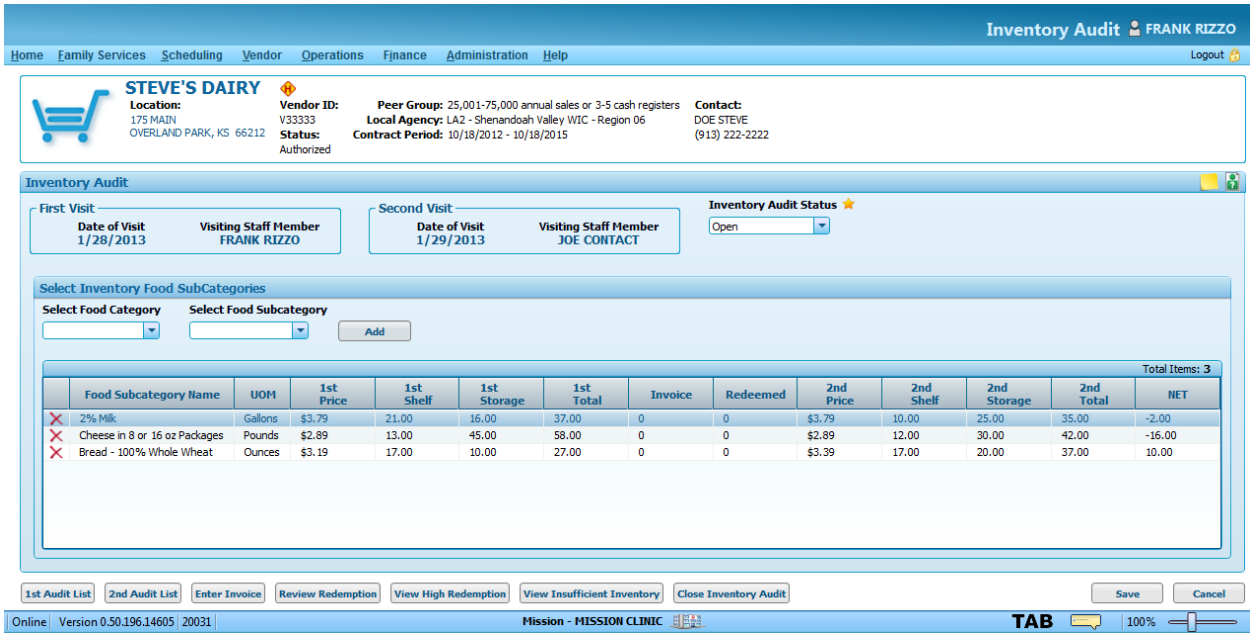
Task G. Recording Product Invoices

Complete the following steps to perform this task:

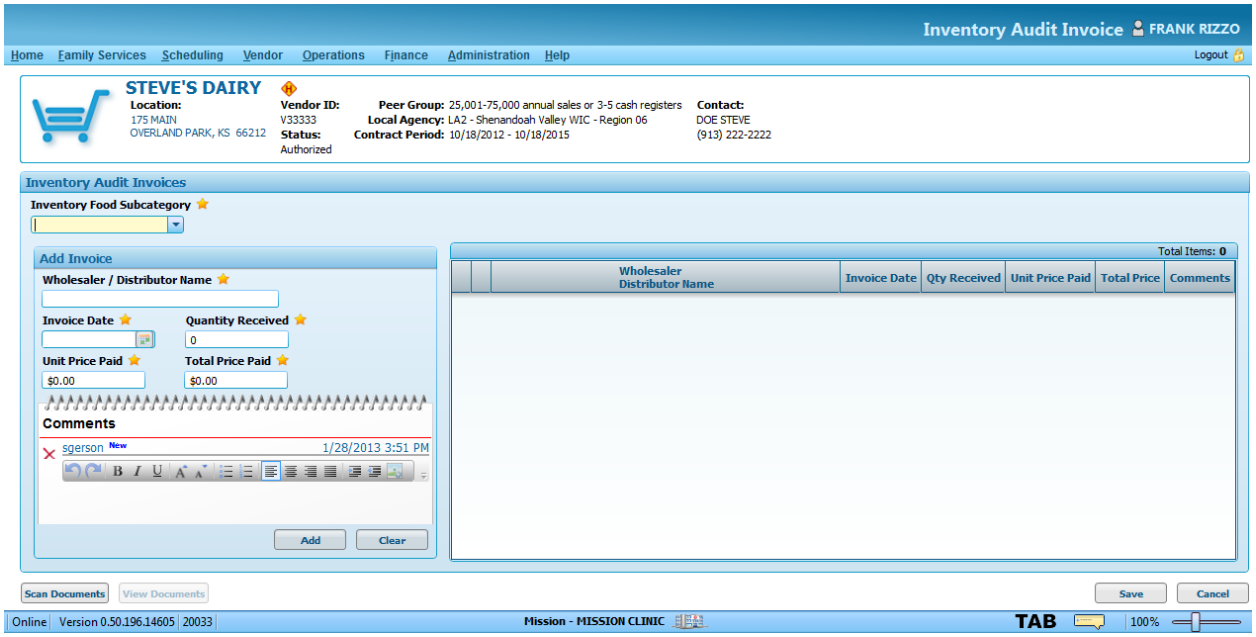
1. Search for and access the desired vendor record. The **Vendor Folder** screen displays.


Vendor Folder
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Quick Links
Search
New Vendor Application
History
Communication
Operations
Appeal
Create Alert
Disqualify
Educational Buy
Inventory Survey
Monitoring Visit
Notify Vendor
Open Investigation
Price Surveys
Add/Edit High Risk
Remove High Risk
Re-Issue Stamp
Peer Group Assignment
Terminate Vendor
Vendor Authorization
Training Events
Vendor Training Events
Schedule Training
Create Training
STEVE'S DAIRY
Location:
175 MAIN
OVERLAND PARK, KS 66212
Vendor ID:
V33333
Status:
Authorized
Peer Group: 25,001-75,000 annual sales or 3-5 cash registers
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contract Period: 10/18/2012 - 10/18/2015
Contact:
DOE STEVE
(913) 222-2222
Event Type: All
Total Sanction Points: 2
Unduplicated Participants Served: 0
Start Date 12/28/2012
End Date 1/28/2013
Vendor Event History
Total Items: 27
Date
Event Type
Description
Status
1/28/2013 3:22:20 PM Compliance Buys Compliance Buy was created.It is currently still open with a status of Open. Open
1/28/2013 3:21:26 PM Inventory Audits Inventory Audit was created.It is currently still open with a status of Open. Open
1/28/2013 3:21:16 PM Investigations On-going investigation opened on 1/28/2013. Compliance Investigation Done
1/28/2013 2:54:57 PM Communications Monitoring Visit Failure letter was printed. Subject: Fail. Sent
1/28/2013 2:54:45 PM Communications Monitoring Visit Failure letter was printed. Subject: Fail. Sent
1/28/2013 2:53:31 PM Vendor Violation F007: Overcharges WIC - Written Price: Warning. Assessed
1/28/2013 2:53:22 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:51:29 PM Vendor Violation F009: Provides Credit For An FI: Warning. Assessed
1/28/2013 2:51:19 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:48:40 PM Vendor Violation F005: Fails To Sell The Correct Type Of Food Item: Warning. Assessed
1/28/2013 2:48:25 PM Monitoring Visits Monitoring Visit was created.It was closed on 1/28/2013 by user JOE CONTACT with a final assessment of Fail. Closed
1/28/2013 2:45:50 PM Vendor Violation S033: Fails To Treat Participant Like Other Customers: Fined: $100.00. Assessed
Cancel
Online
Version 0.50.196.14605 20020
Mission - MISSION CLINIC
TAB
100%

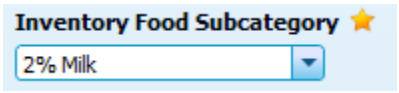
2. To access a previously created inventory audit, click the **Open Event** button ( ) within the **Vendor Event History** grid. The **Inventory Audit** screen displays.



3. Click **Enter Invoice**. The **Inventory Audit Invoice** screen displays.



4. Enter or select an **Inventory Food Subcategory**.



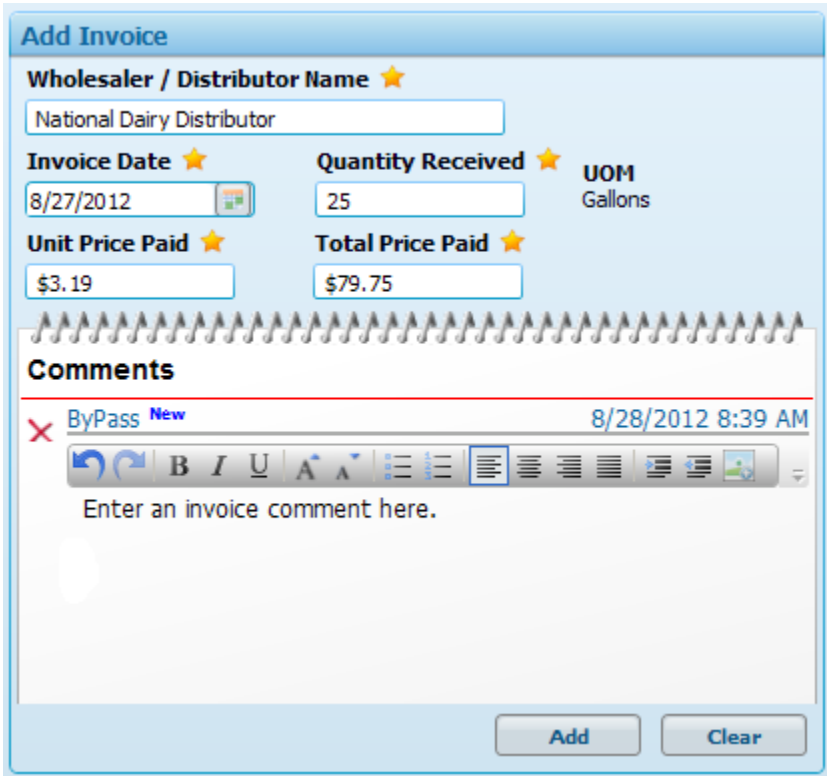
Food subcategory items identified for the audit may be selected only.

5. Under **Add Invoice**, complete the following:

- Enter the **Wholesaler/Distributor Name**.
- Enter or select the **Invoice Date**.
- Enter the **Quantity Received**.
- Enter the **Unit Price Paid**.

The Total Price Paid is calculated automatically by multiplying the Quantity Received by the Unit Price paid.

- Enter **Comments** as necessary.



6. Click **Add**. A status message displays indicating success and the grid is updated to display the newly added invoice information.

Repeat the previous steps and add invoice information for each food subcategory associated with the audit. Once completed proceed to the next step.

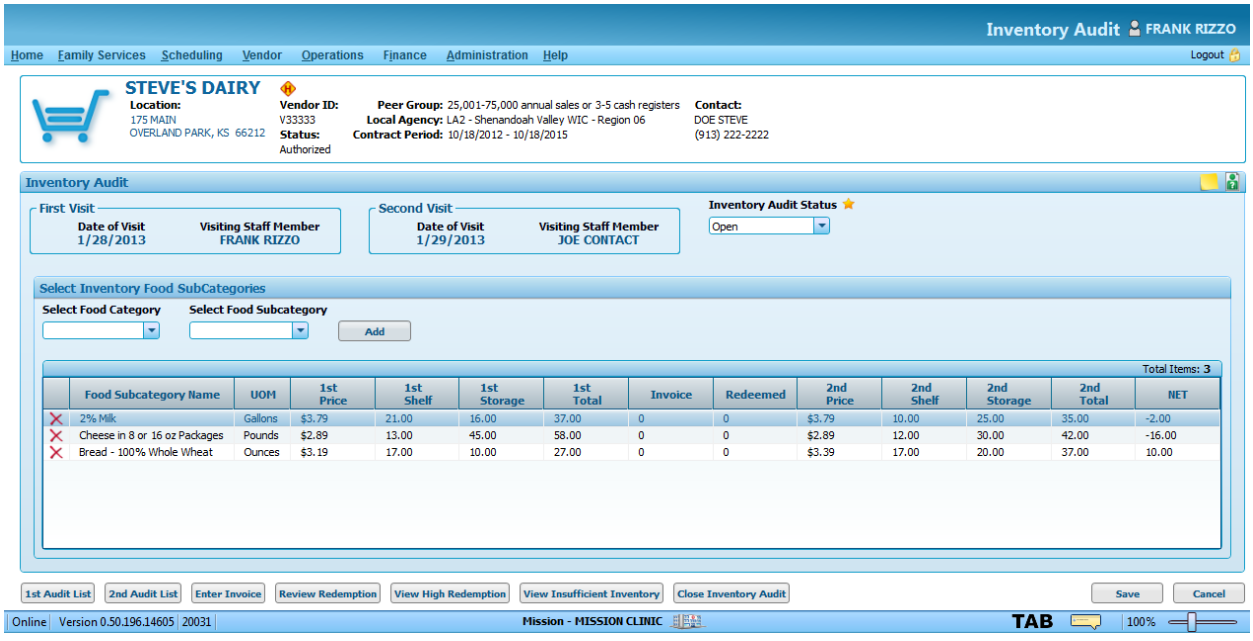
7. Click **Save**. A status message displays indicating success and you are returned to the **Inventory Audit** screen.

Task H. Reviewing Redemption

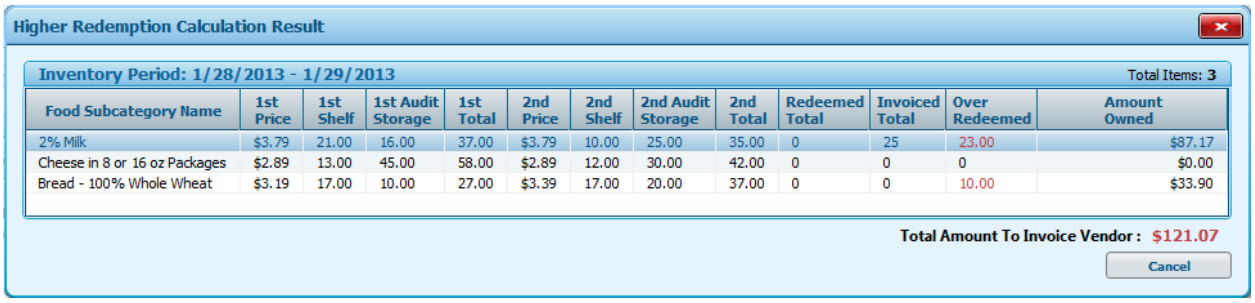
Complete the following steps to perform this task:

1. While still on the **Inventory Audit** screen, click **Review Redemption**. The **Food Instruments Redeemed During Inventory Audit Period** screen displays.

2. View the food instruments redeemed.
3. Click **Cancel**. You are returned to the **Inventory Audit** screen.

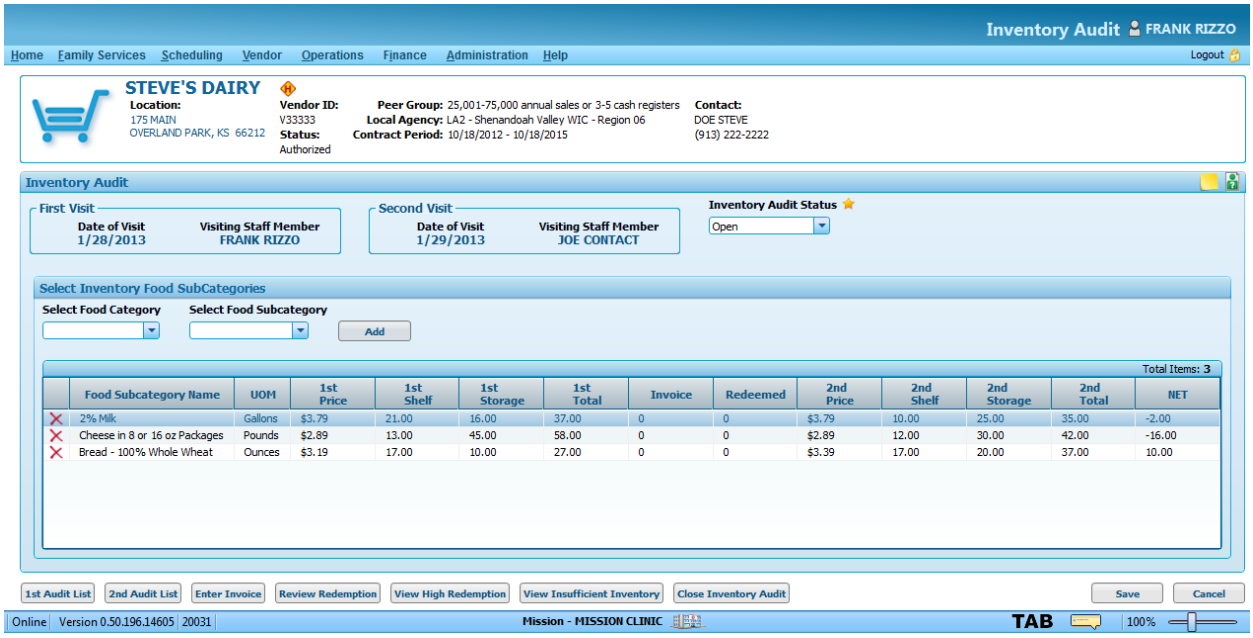


4. Click **View High Redemption**. The **Higher Redemption Calculation Result** screen displays.


Higher Redemption Calculation Result
Inventory Period: 1/28/2013 - 1/29/2013
Total Items: 3
Food Subcategory Name | 1st Price | 1st Shelf | 1st Audit Storage | 1st Total | 2nd Price | 2nd Shelf | 2nd Audit Storage | 2nd Total | Redeemed Total | Invoiced Total | Over Redeemed | Amount Owned
2% Milk | $3.79 | 21.00 | 16.00 | 37.00 | $3.79 | 10.00 | 25.00 | 35.00 | 0 | 25 | 23.00 | $87.17
Cheese in 8 or 16 oz Packages | $2.89 | 13.00 | 45.00 | 58.00 | $2.89 | 12.00 | 30.00 | 42.00 | 0 | 0 | 0 | $0.00
Bread - 100% Whole Wheat | $3.19 | 17.00 | 10.00 | 27.00 | $3.39 | 17.00 | 20.00 | 37.00 | 0 | 0 | 10.00 | $33.90
Total Amount To Invoice Vendor : $121.07
Cancel

Over redemption is displayed in red. The value displayed for Total Amount To Invoice Vendor is added to the Finance module as expected revenue from the selected vendor.

5. Click **Cancel**. You are returned to the **Inventory Audit** screen.

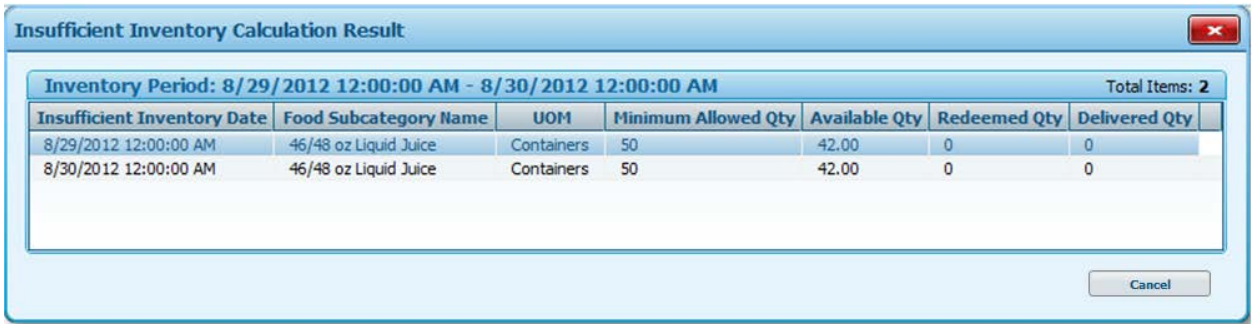

Inventory Audit
FRANK RIZZO
Home Family Services Scheduling Vendor Operations Finance Administration Help
Logout
STEVE'S DAIRY
Location: 175 MAIN OVERLAND PARK, KS 66212
Vendor ID: V33333
Status: Authorized
Peer Group: 25,001-75,000 annual sales or 3-5 cash registers
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contract Period: 10/18/2012 - 10/18/2015
Contact: DOE STEVE (913) 222-2222
Inventory Audit
First Visit
Date of Visit 1/28/2013
Visiting Staff Member FRANK RIZZO
Second Visit
Date of Visit 1/29/2013
Visiting Staff Member JOE CONTACT
Inventory Audit Status
Open
Select Inventory Food SubCategories
Select Food Category
Select Food Subcategory
Add
Total Items: 3
Food Subcategory Name | UOM | 1st Price | 1st Shelf | 1st Storage | 1st Total | Invoice | Redeemed | 2nd Price | 2nd Shelf | 2nd Storage | 2nd Total | NET
2% Milk | Gallons | $3.79 | 21.00 | 16.00 | 37.00 | 0 | 0 | $3.79 | 10.00 | 25.00 | 35.00 | -2.00
Cheese in 8 or 16 oz Packages | Pounds | $2.89 | 13.00 | 45.00 | 58.00 | 0 | 0 | $2.89 | 12.00 | 30.00 | 42.00 | -16.00
Bread - 100% Whole Wheat | Ounces | $3.19 | 17.00 | 10.00 | 27.00 | 0 | 0 | $3.39 | 17.00 | 20.00 | 37.00 | 10.00
1st Audit List
2nd Audit List
Enter Invoice
Review Redemption
View High Redemption
View Insufficient Inventory
Close Inventory Audit
Save
Cancel
Online
Version 0.50.196.14605
20031
Mission - MISSION CLINIC
TAB
100%

Task I. Viewing Insufficient Inventory Results

Complete the following steps to perform this task:

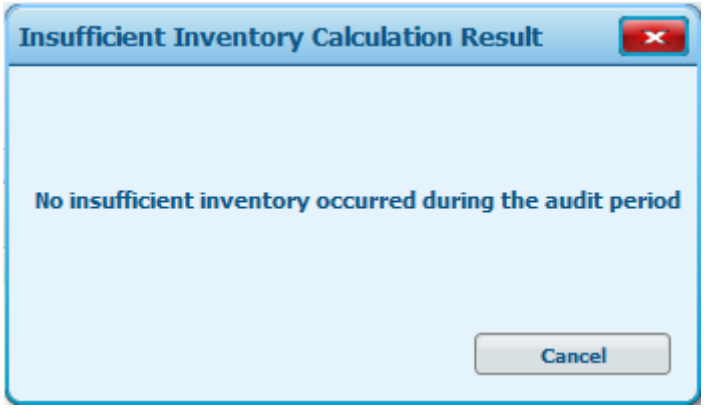
1. While still on the **Inventory Audit** screen, click **View Insufficient Inventory**. The **Insufficient Inventory Calculation Result** screen displays indicating insufficient inventory data or no insufficient inventory data.

   - Insufficient inventory data.

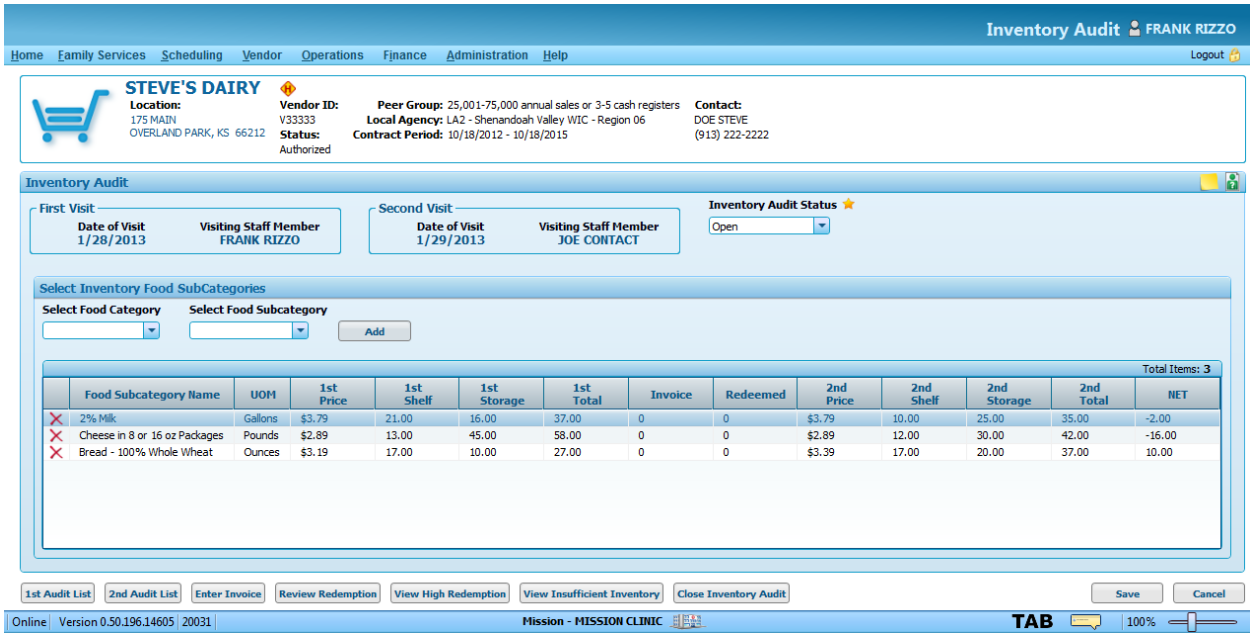


In the example above, two rows of information are displayed. The first row is associated to the first audit visit and the second row is associated to the second audit visit.

   - No insufficient inventory data.



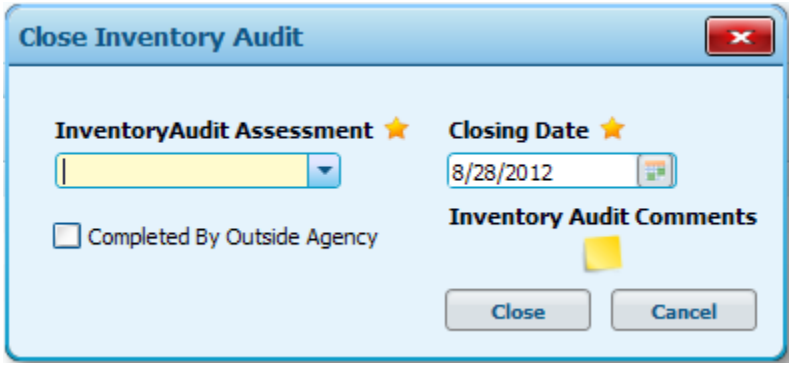
2. View the screen then click **Cancel**. You are returned to the **Inventory Audit** screen.



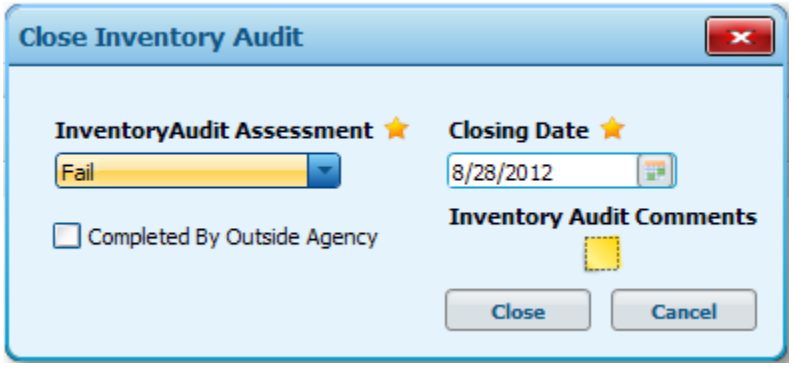
Task J. Closing an Inventory Audit

Complete the following steps to perform this task:

1. While still on the **Inventory Audit** screen, click **Close Inventory Audit**. The **Close Inventory Audit** screen displays.



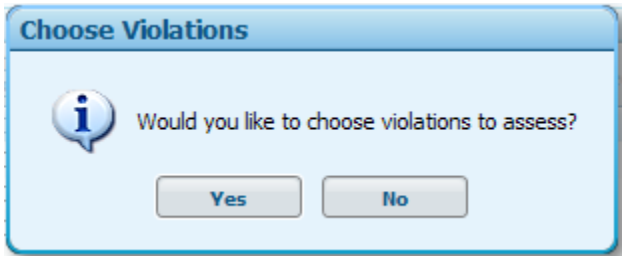
2. Enter or select the **Inventory Audit Assessment**.
3. Enter or select the **Closing Date**.
4. Select the **Completed By Outside Agency** check box, if applicable.
5. Enter **Inventory Audit Comments**, if necessary.



6. Click **Close**. You are directed to one of the following screens:

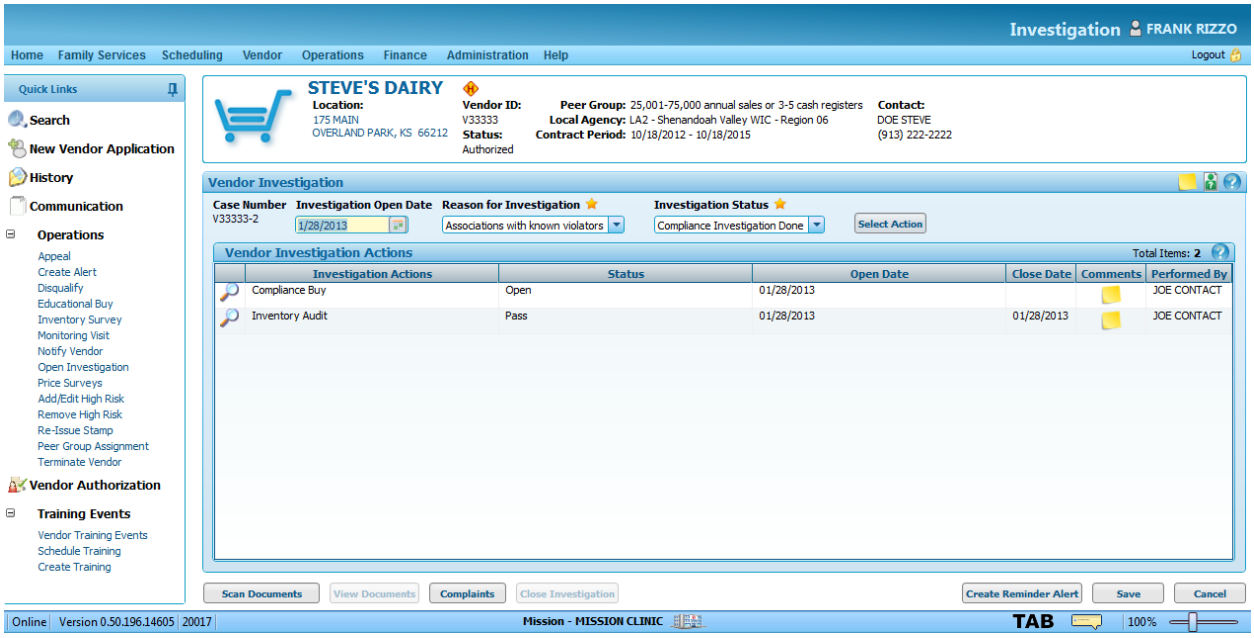
If an assessment of Fail is selected, you are directed to the Choose Violations screen. If an assessment of Pass is selected, you are directed to the Investigation screen.

- **Choose Violations**



Click Yes to assess violations.

- **Investigation**

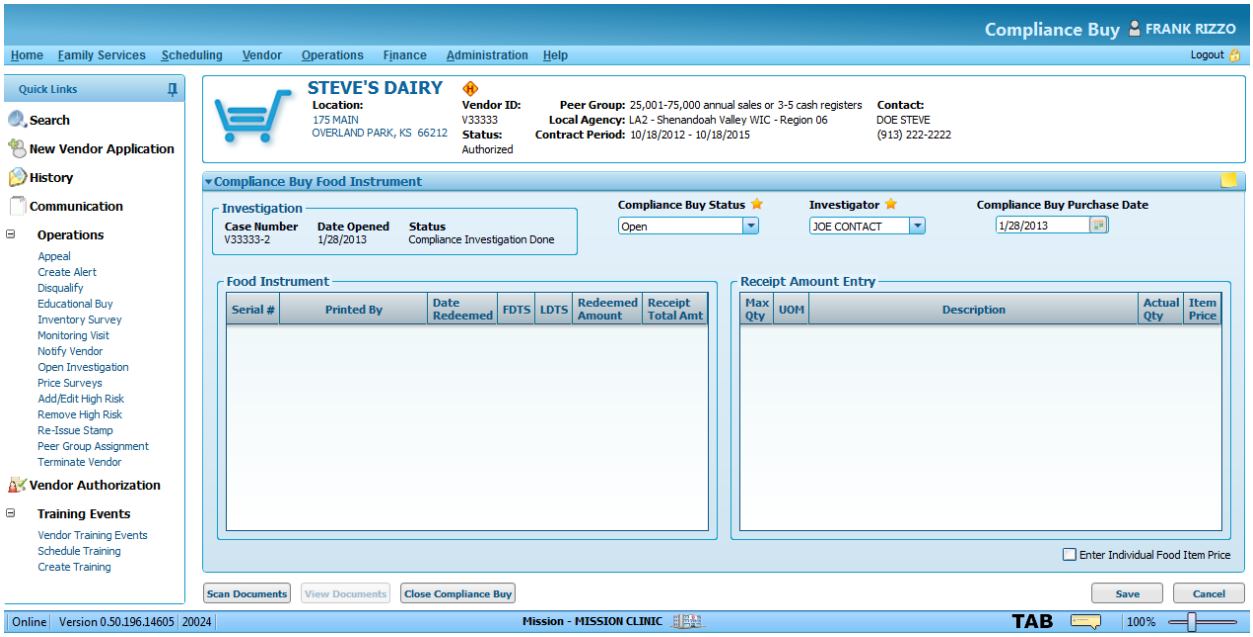


At this point, users can close the investigation or initiate another investigation action to the ongoing investigation.

Task K. Entering Receipt Amount Information

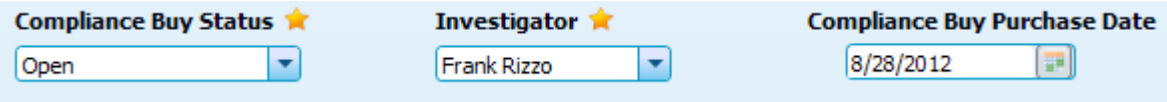
Complete the following steps to perform this task:

1. View the **Compliance Buy** screen.

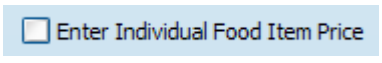


The Case Number, Date Opened, and Status of the investigation is displayed within the Investigation group box.

2. Select the **Compliance Buy Status**.
3. Select the **Investigator**.
4. Enter or select the **Compliance Buy Purchase Date**.

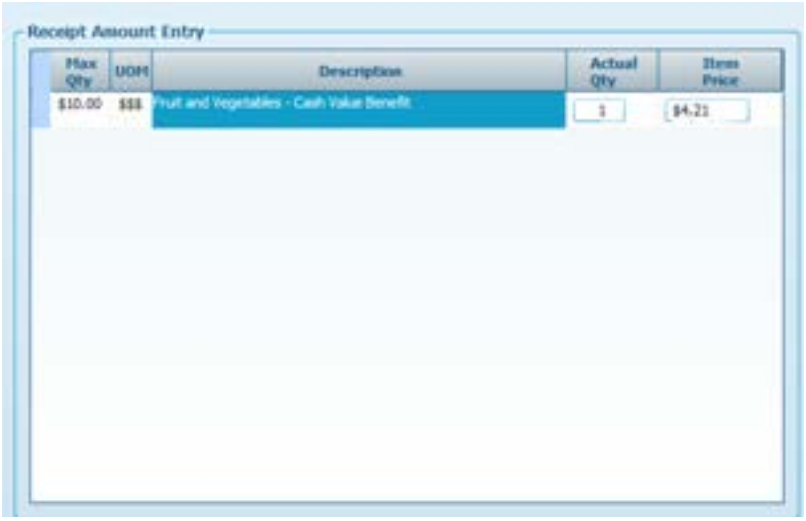


5. Select the **Enter Individual Food Item Price** check box, if applicable.



Selection of this check box enables the Actual Qty and Item Price fields for each food instrument listed within the Receipt Amount Entry grid.

6. Within the **Receipt Amount Entry** grid, complete the following:
   - Enter **Actual Qty** of each food item listed.



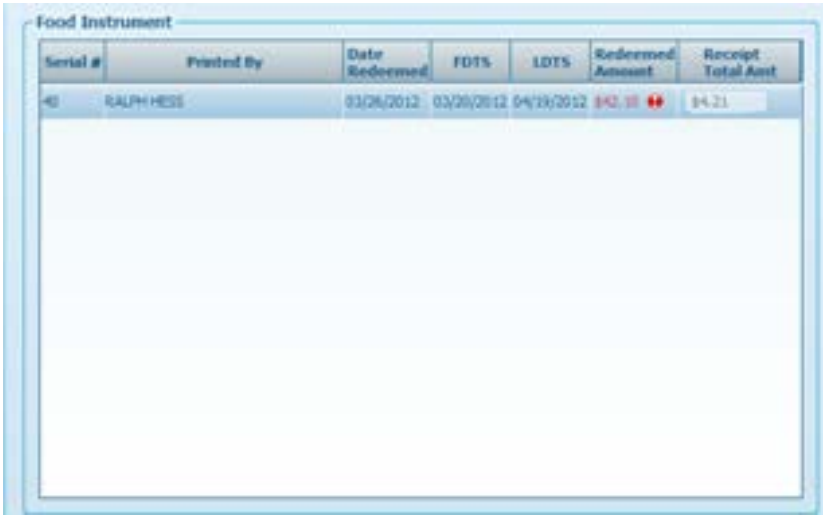
The Actual Qty field is enabled only if the Enter Individual Food Item Price check box is selected.

   - Enter the **Item Price**.

The Item Price field is enabled only if the Enter Individual Food Item Price check box is selected.

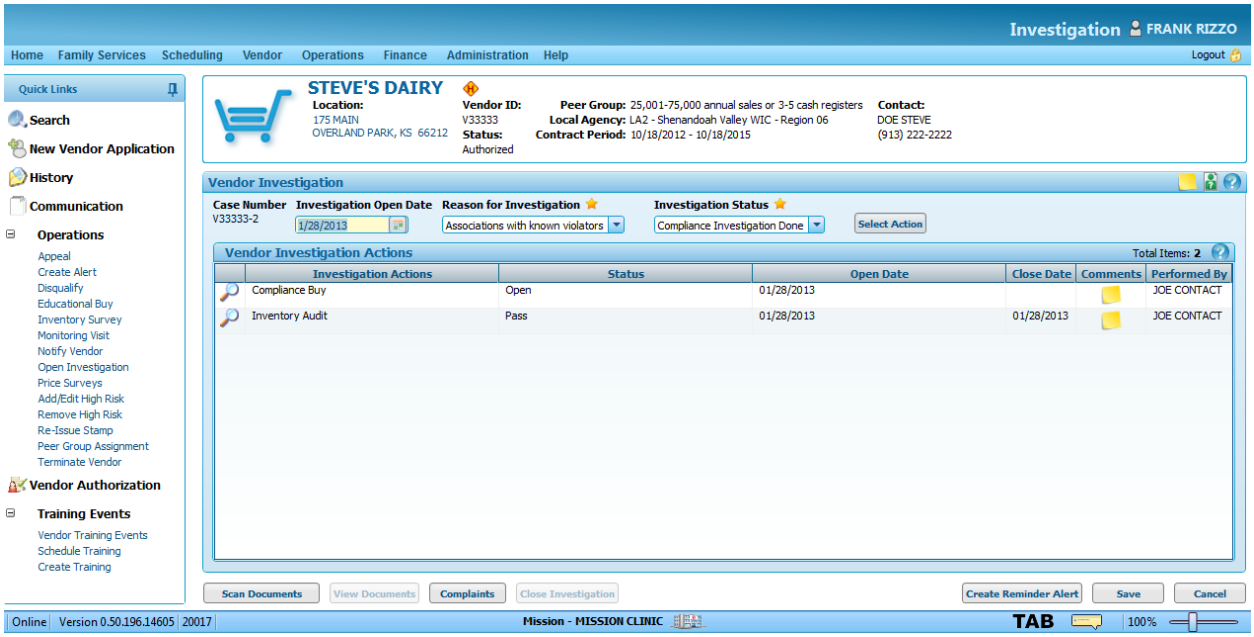
The Item Price is the amount the investigator observed when investigating the vendor (i.e. – shelf price).

7. View the **Food Instrument grid**.



If a food instrument's Redeemed Amount differs from the Receipt Total Amt, an alert icon is displayed.

8. To process the screen, click **Save**. A status message displays indicating success and you are returned to the **Investigation** screen.

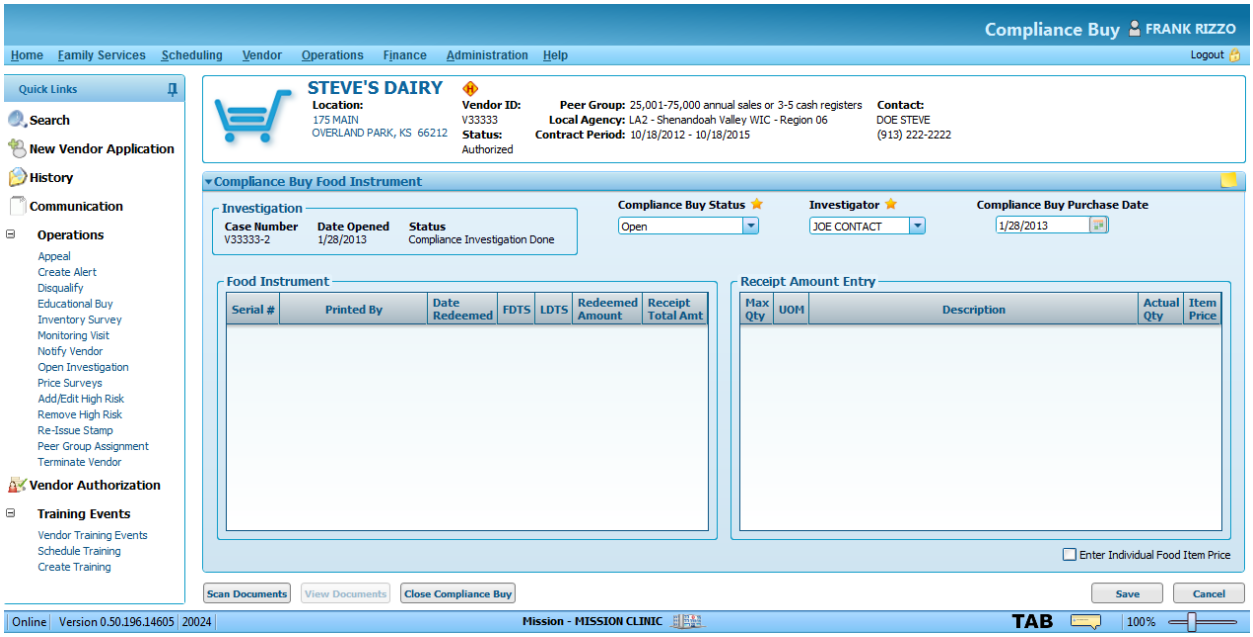


Clicking Save saves the information available. Access the compliance buy investigation action again to close the event.

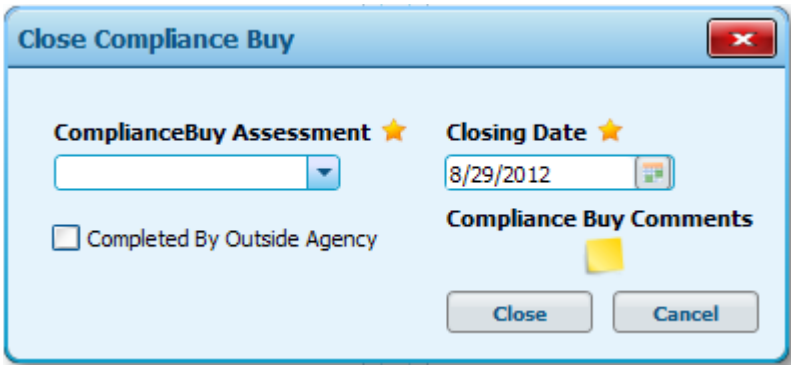
Task L. Closing the Compliance Buy Action

Complete the following steps to perform this task:

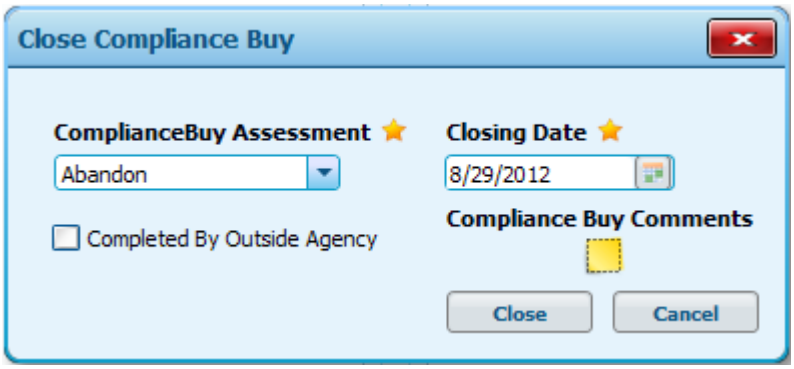
1. To access a previously created compliance buy action, click the **View** button (🔎) within the **Vendor Investigation Actions** grid on the **Investigation** screen. The **Compliance Buy** screen displays.



2. Click **Close Compliance Buy**. The **Close Compliance Buy** screen displays.



3. Enter or select the **Compliance Buy Assessment**.
4. Enter or select the **Closing Date**.
5. Select the **Completed By Outside Agency** check box, if necessary.



6. Click **Close**. A status message displays indicating success and you are returned to the **Investigation** screen.

At this point, users can close the investigation or initiate another investigation action to the ongoing investigation.

Congratulations!

You have successfully completed the **Quick Links: Operations - Open Investigation** process.

Quick Links: Operations - Add/Edit High Risk

This scenario explains the process of identifying vendors as high risk and removing the high risk indicator. Vendors can be identified as high risk during a high risk analysis or individually from within the vendor's folder. This scenario will focus on the process from within the vendor's folder.

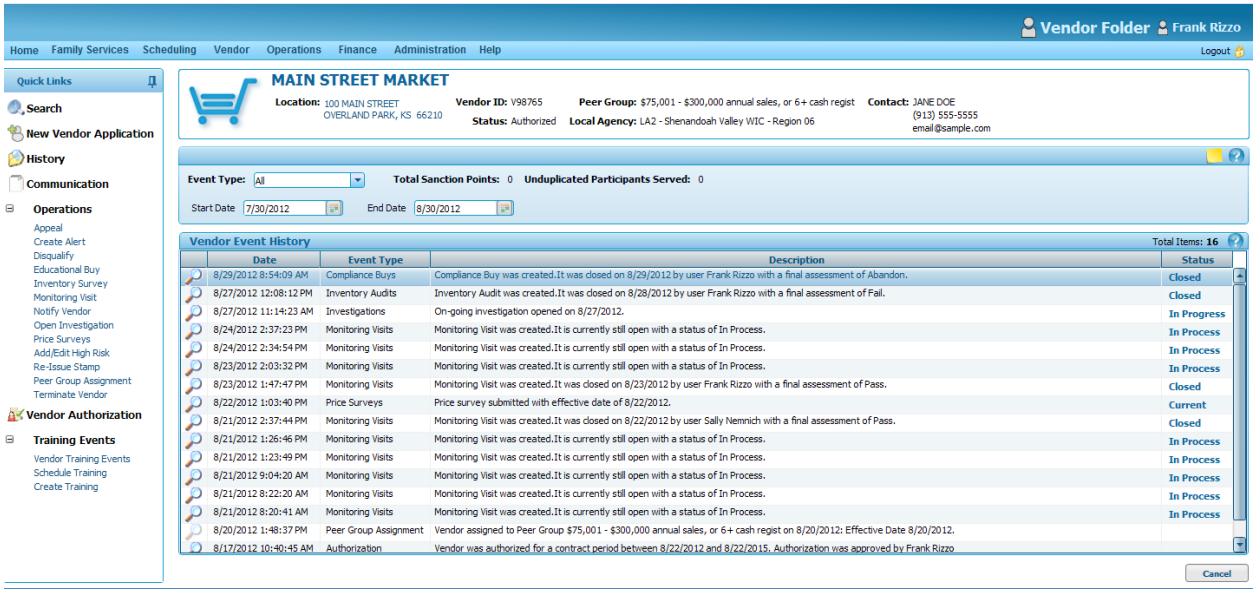
This process includes the following task(s):

Task A. Identifying Vendors as High Risk 3-98

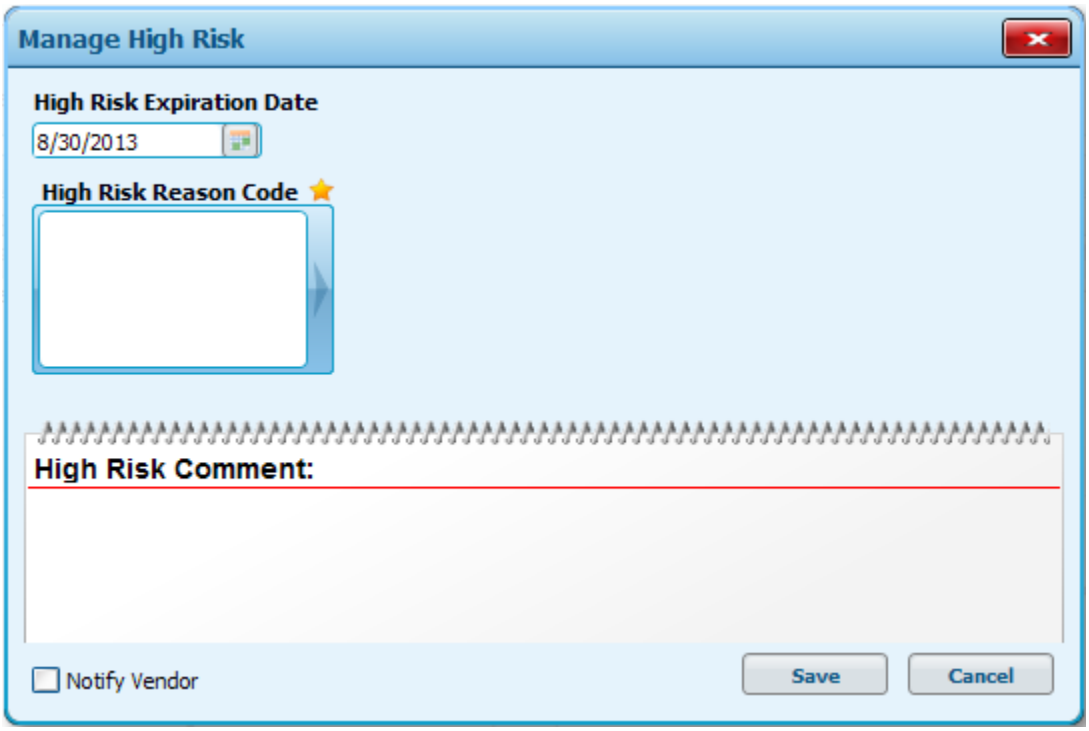
Task A. Identifying Vendors as High Risk

Complete the following steps to perform this task:

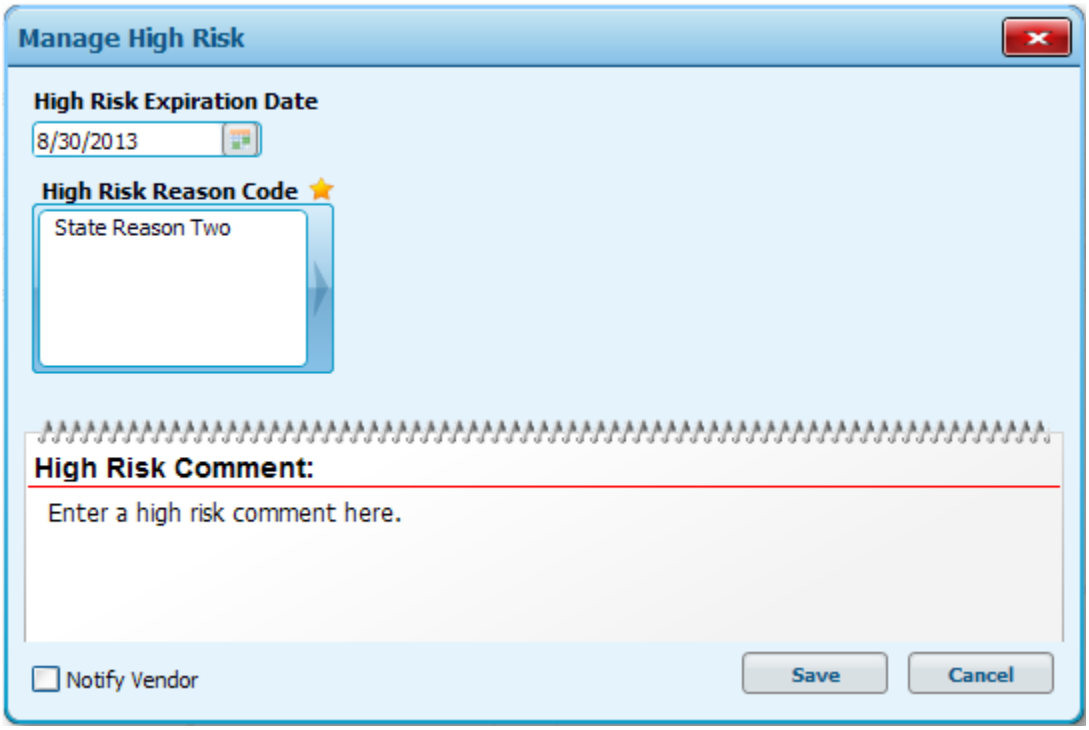
1. Search for and access the desired vendor record.


Vendor Folder
Frank Rizzo
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Quick Links
Search
New Vendor Application
History
Communication
Operations
Appeal
Create Alert
Disqualify
Educational Buy
Inventory Survey
Monitoring Visit
Notify Vendor
Open Investigation
Price Surveys
Add/Edit High Risk
Re-Issue Stamp
Peer Group Assignment
Terminate Vendor
Vendor Authorization
Training Events
Vendor Training Events
Schedule Training
Create Training
MAIN STREET MARKET
Location: 100 MAIN STREET OVERLAND PARK, KS 66210
Vendor ID: V98765
Status: Authorized
Peer Group: $75,001 - $300,000 annual sales, or 6+ cash regist
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contact: JANE DOE (913) 555-5555 email@sample.com
Event Type: All
Total Sanction Points: 0
Unduplicated Participants Served: 0
Start Date 7/30/2012
End Date 8/30/2012
Vendor Event History
Total Items: 16
Date
Event Type
Description
Status
8/29/2012 8:54:09 AM Compliance Buys Compliance Buy was created.It was closed on 8/29/2012 by user Frank Rizzo with a final assessment of Abandon. Closed
8/27/2012 12:08:12 PM Inventory Audits Inventory Audit was created.It was closed on 8/28/2012 by user Frank Rizzo with a final assessment of Fail. Closed
8/27/2012 11:14:23 AM Investigations On-going investigation opened on 8/27/2012. In Progress
8/24/2012 2:37:23 PM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/24/2012 2:34:54 PM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/23/2012 2:03:32 PM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/23/2012 1:47:47 PM Monitoring Visits Monitoring Visit was closed on 8/23/2012 by user Frank Rizzo with a final assessment of Pass. Closed
8/22/2012 1:03:40 PM Price Surveys Price survey submitted with effective date of 8/22/2012. Current
8/21/2012 2:37:44 PM Monitoring Visits Monitoring Visit was created.It was closed on 8/22/2012 by user Sally Nemnich with a final assessment of Pass. Closed
8/21/2012 1:26:46 PM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/21/2012 1:23:49 PM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/21/2012 9:04:20 AM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/21/2012 8:22:20 AM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/21/2012 8:20:41 AM Monitoring Visits Monitoring Visit was created.It is currently still open with a status of In Process. In Process
8/20/2012 1:48:37 PM Peer Group Assignment Vendor assigned to Peer Group $75,001 - $300,000 annual sales, or 6+ cash regist on 8/20/2012: Effective Date 8/20/2012.
8/17/2012 10:40:45 AM Authorization Vendor was authorized for a contract period between 8/22/2012 and 8/22/2015. Authorization was approved by Frank Rizzo
Cancel

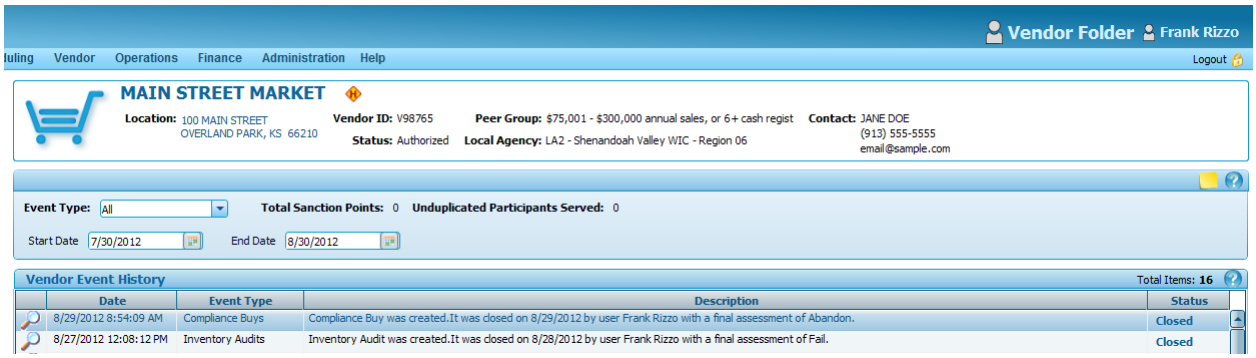
2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations → Add/Edit High Risk**. The **Manage High Risk** screen displays.



3. Enter or select the **High Risk Expiration Date**.
4. Select the **High Risk Reason Code**.
5. Enter a **High Risk Comment**, as necessary.



6. Select the **Notify Vendor** check box, as necessary.
7. Click **Save**. A status message displays.
    - If you did not select the **Notify Vendor** check box, you are returned to the **Vendor Folder**.



A **High Risk Indicator** icon (H) is added next to the vendor's name.

- If you did select the **Notify Vendor** check box, the **Vendor Notifications** screen displays.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Congratulations!

You have successfully completed the **Quick Links: Operations - Add/Edit High Risk** process.

Quick Links: Operations - Remove High Risk

This scenario explains the process removing the high risk indicator. Vendors can be identified as high risk during a high risk analysis or individually from within the vendor's folder. This scenario will focus on the process from within the vendor's folder.

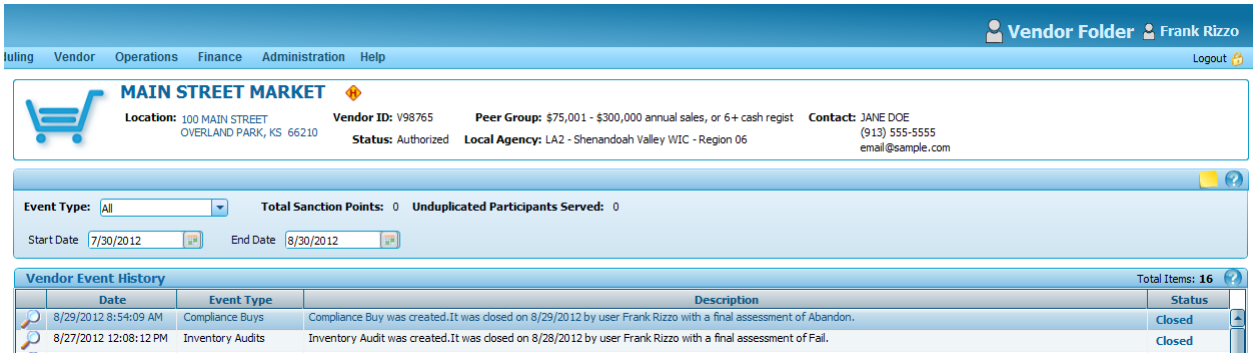
This process includes the following task(s):

Task A. Removing a High Risk Indicator 3-102

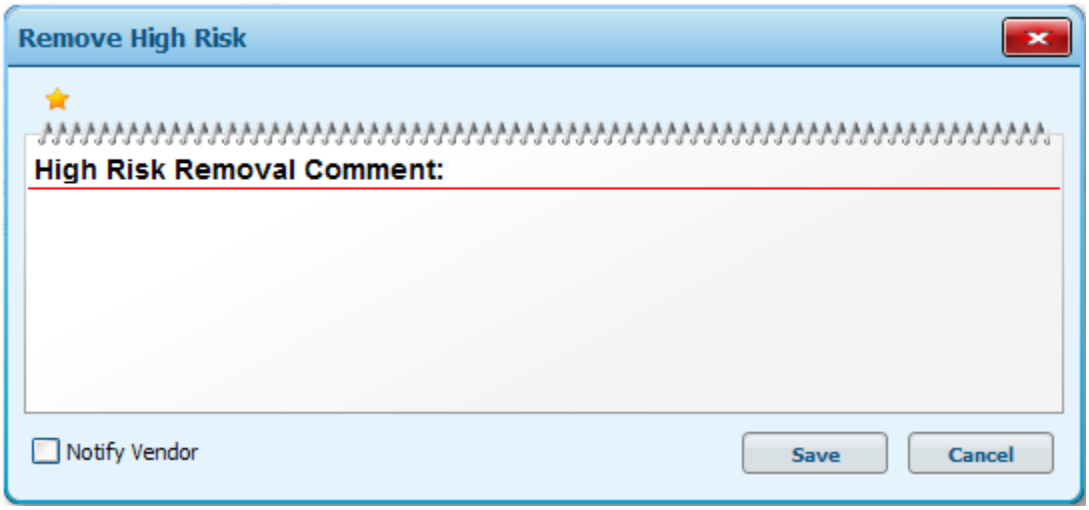
Task A. Removing a High Risk Indicator

Complete the following steps to perform this task:

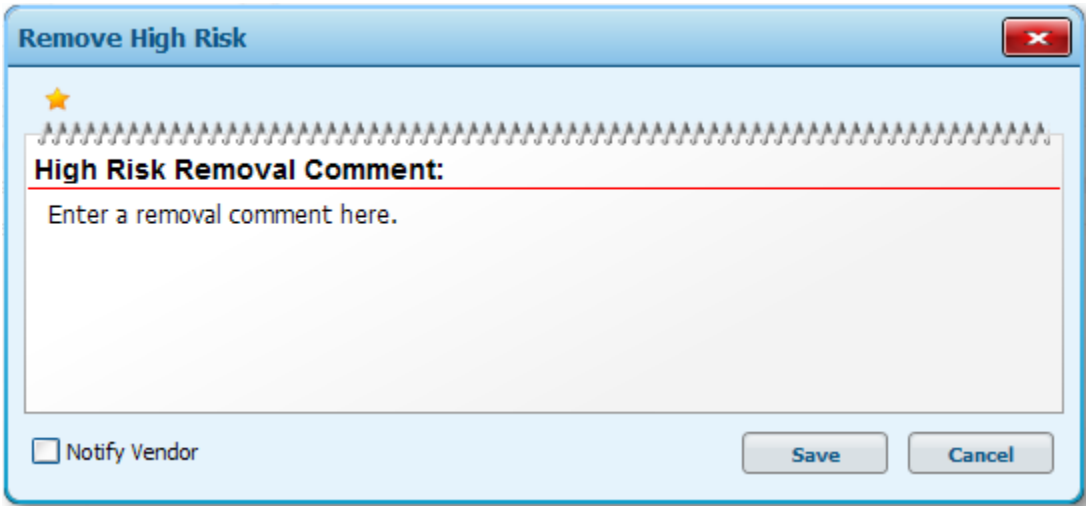
1. Search for and access the desired vendor record.



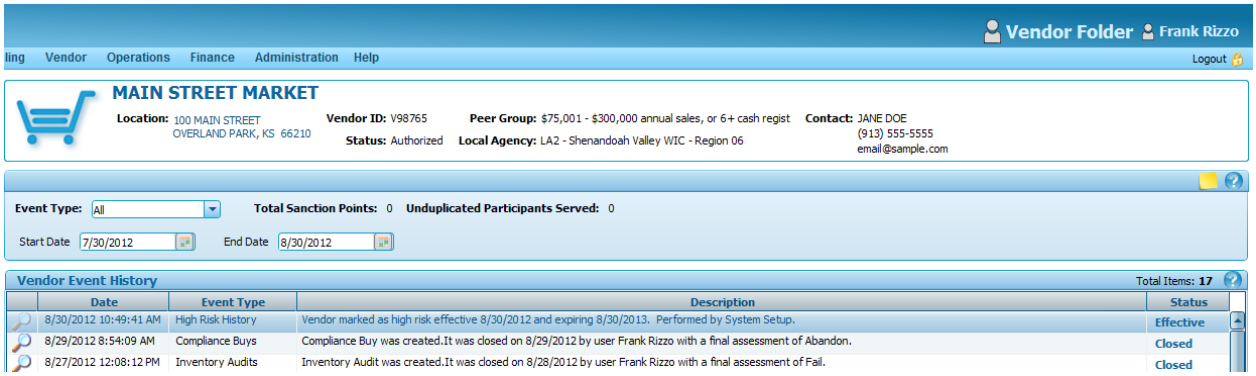
2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations → Remove High Risk**. The **Remove High Risk** screen displays.



3. Enter a **High Risk Removal Comment**.



4. Select the **Notify Vendor** check box, as necessary.
5. Click **Save**. A status message displays.
    - If you did not select the **Notify Vendor** check box, you are returned to the **Vendor Folder**.



The high risk indicator previously next to the vendor's name is removed and the vendor is no longer identified as being high risk.

- If you did select the **Notify Vendor** check box, the **Vendor Notifications** screen displays.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Congratulations!

You have successfully completed the **Quick Links: Operations - Remove High Risk** process.

Quick Links: Operations - Terminate Vendor

This scenario explains the process of terminating a vendor. Termination is an action taken to denote the end of the contract. This might occur when a vendor goes out of business or decides to end the contract as a WIC vendor.

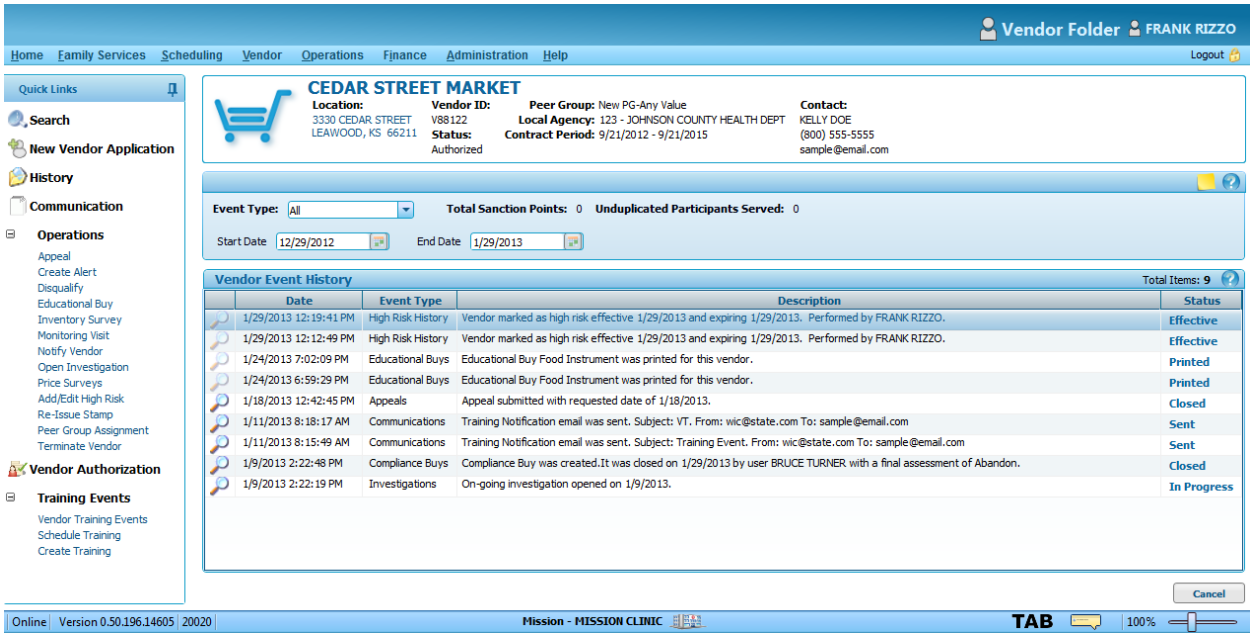
This process includes the following task(s):

Task A. Terminating Vendors 3-106

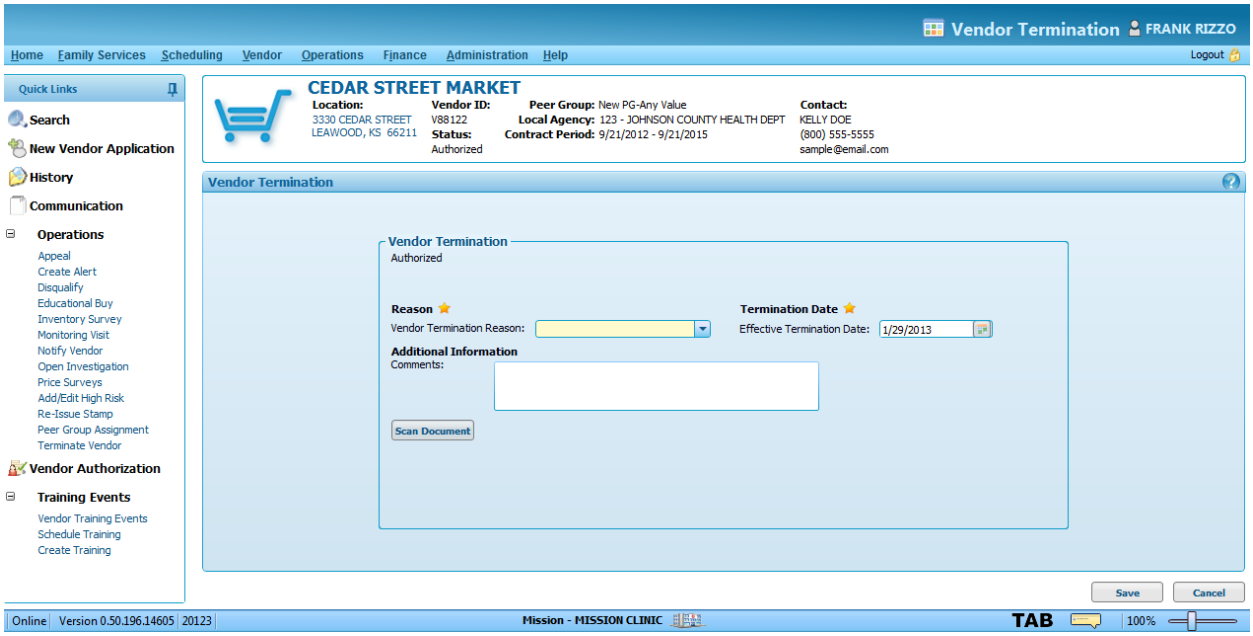
Task A. Terminating Vendors

Complete the following steps to perform this task:

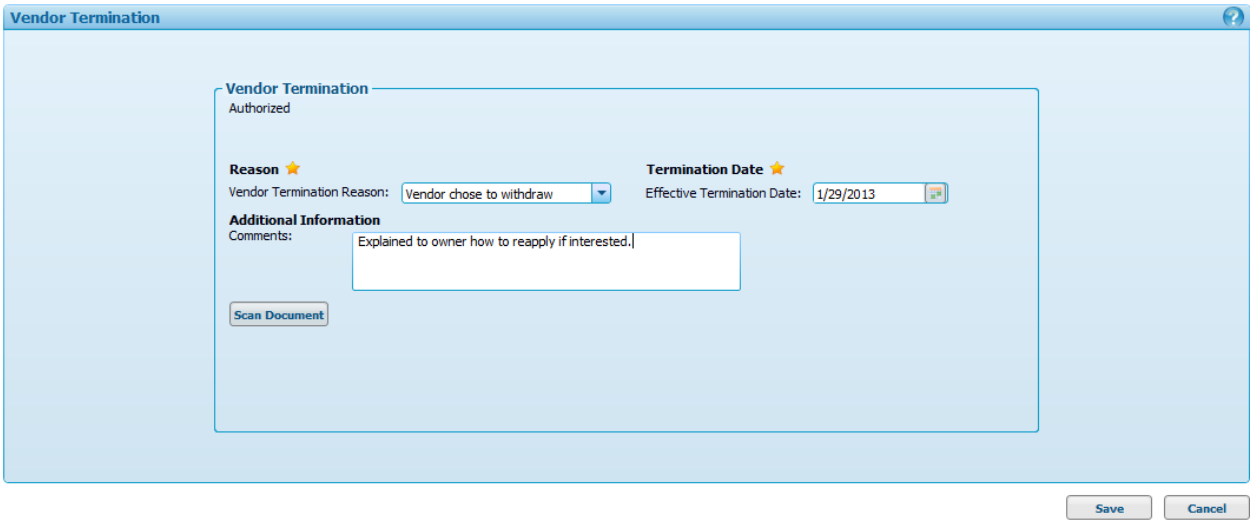
1. Search for and access the desired vendor record.


Vendor Folder
FRANK RIZZO
Home Family Services Scheduling Vendor Operations Finance Administration Help
Logout
Quick Links
Search
New Vendor Application
History
Communication
Operations
Appeal
Create Alert
Disqualify
Educational Buy
Inventory Survey
Monitoring Visit
Notify Vendor
Open Investigation
Price Surveys
Add/Edit High Risk
Re-Issue Stamp
Peer Group Assignment
Terminate Vendor
Vendor Authorization
Training Events
Vendor Training Events
Schedule Training
Create Training
CEDAR STREET MARKET
Location: 3330 CEDAR STREET LEAWOOD, KS 66211
Vendor ID: V88122
Status: Authorized
Peer Group: New PG-Any Value
Local Agency: 123 - JOHNSON COUNTY HEALTH DEPT
Contract Period: 9/21/2012 - 9/21/2015
Contact: KELLY DOE (800) 555-5555 sample@email.com
Event Type: All
Total Sanction Points: 0
Unduplicated Participants Served: 0
Start Date 12/29/2012
End Date 1/29/2013
Vendor Event History
Total Items: 9
Date | Event Type | Description | Status
1/29/2013 12:19:41 PM | High Risk History | Vendor marked as high risk effective 1/29/2013 and expiring 1/29/2013. Performed by FRANK RIZZO. | Effective
1/29/2013 12:12:49 PM | High Risk History | Vendor marked as high risk effective 1/29/2013 and expiring 1/29/2013. Performed by FRANK RIZZO. | Effective
1/24/2013 7:02:09 PM | Educational Buys | Educational Buy Food Instrument was printed for this vendor. | Printed
1/24/2013 6:59:29 PM | Educational Buys | Educational Buy Food Instrument was printed for this vendor. | Printed
1/18/2013 12:42:45 PM | Appeals | Appeal submitted with requested date of 1/18/2013. | Closed
1/11/2013 8:18:17 AM | Communications | Training Notification email was sent. Subject: VT. From: wic@state.com To: sample@email.com | Sent
1/11/2013 8:15:49 AM | Communications | Training Notification email was sent. Subject: Training Event. From: wic@state.com To: sample@email.com | Sent
1/9/2013 2:22:48 PM | Compliance Buys | Compliance Buy was created.It was closed on 1/29/2013 by user BRUCE TURNER with a final assessment of Abandon. | Closed
1/9/2013 2:22:19 PM | Investigations | On-going investigation opened on 1/9/2013. | In Progress
Cancel
Online Version 0.50.196.14605 20020
Mission - MISSION CLINIC
TAB
100%

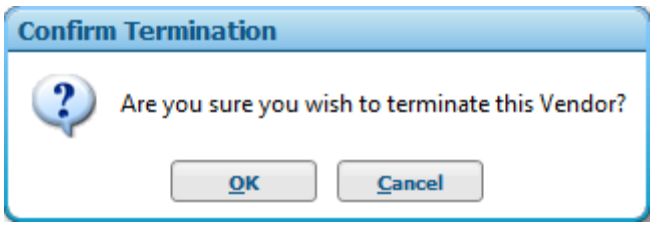
2. Once the **Vendor Folder** is displayed, go to **Quick Links → Operations → Terminate Vendor**. The **Vendor Termination** screen displays.



3. Enter or select a **Vendor Termination Reason**.
4. Enter or select the **Effective Termination Date**.
5. Enter **Comments**, as necessary.



6. Click **Save**. A confirmation screen displays.



7. Click **OK** to terminate the vendor. A status message displays indicating success and you are returned to the **Vendor Folder**, with a **Termination** event with the current date listed in the **Vendor Event History**.

The status of vendor is now Terminated. If you conduct a search for Terminated vendors, the selected vendor will be included in the results.

Congratulations!

You have successfully completed the **Quick Links: Operations - Terminate Vendor** process.

Quick Links: Vendor Authorization

The vendor management functional area supports the management of the retail vendor aspect of the WIC program. It tracks the vendor authorization process; captures information about authorized vendors, monitors vendor training, routine vendor monitoring and communications, and helps identify potentially abusive vendor practices for which additional monitoring or investigation is needed. It also supports record audits and maintains a comprehensive vendor profile including information about vendor demographics, corporate/parent offices, training, monitoring and compliance activities. Once vendor applicant information has been submitted through the vendor website or entered by WIC staff using the application, all of the submitted information needs to be verified using state-defined processes; managed in the form of the **Vendor Authorization Checklist**. This scenario guides you through the process of completing the tasks associated with authorizing a vendor.

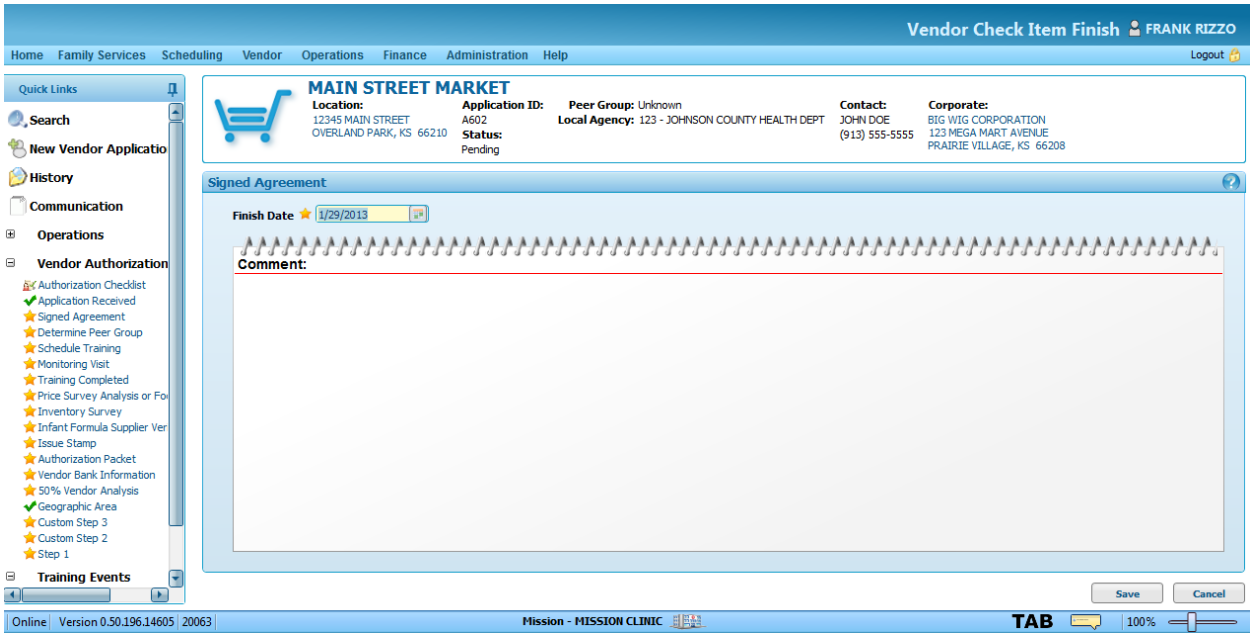
This process includes the following task(s):

Task A. Completing the Signed Agreement 3-109
Task B. Determining a Peer Group 3-111
Task C. Scheduling Training 3-114
Task D. Completing a Monitoring Visit 3-118
Task E. Training Completed 3-124
Task F. Completing a Price Survey Analysis 3-126
Task G. Completing a Food Basket Analysis 3-130
Task H. Completing an Inventory Survey 3-133
Task I. Verifying an Infant Formula Supplier 3-137
Task J. Issuing a Stamp 3-138
Task K. Creating an Authorization Packet 3-140
Task L. Adding Vendor Bank Information 3-141
Task M. Completing a 50% Vendor Analysis 3-143
Task N. Completing One or More Custom Steps 3-145
Task O. Approving the Vendor 3-147

Task A. Completing the Signed Agreement

Complete the following steps to perform this task:

1. Go to **Quick Links → Vendor Authorization → Signed Agreement**. The **Vendor Check Item Finish** screen displays.



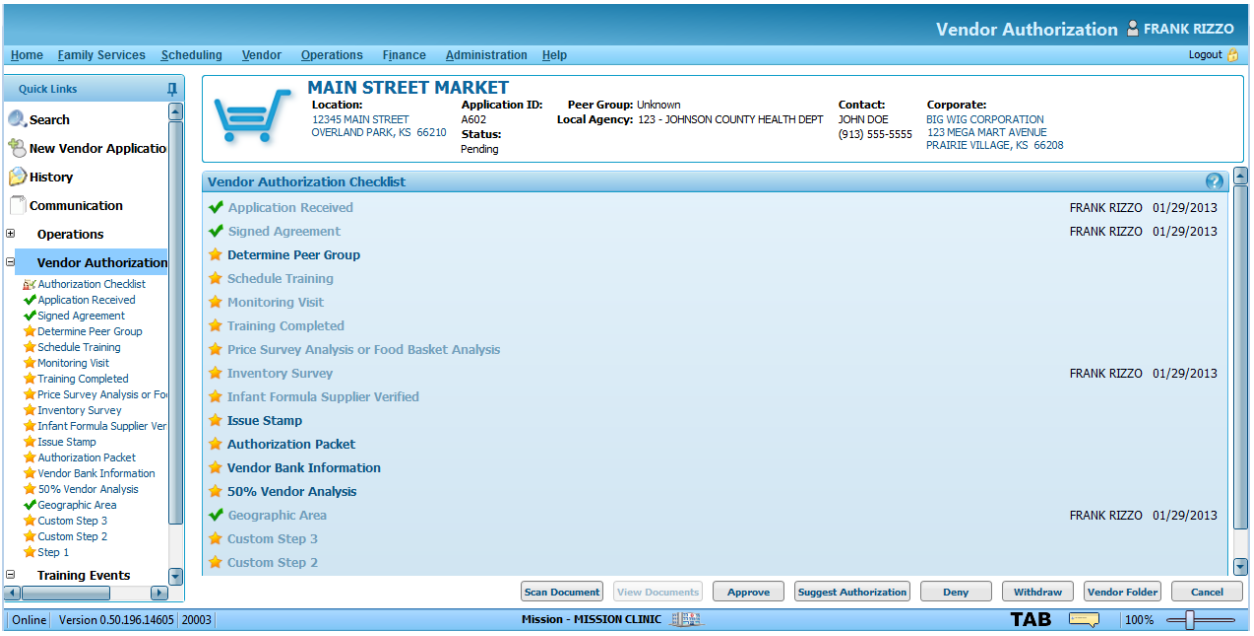
2. Enter or select the **Finish Date**.

The current system date is defaulted for Finish Date.

3. Enter comments relating to the agreement.

A paper copy of the Vendor Agreement must be signed by the appropriate parties and received before this operation can be finished.

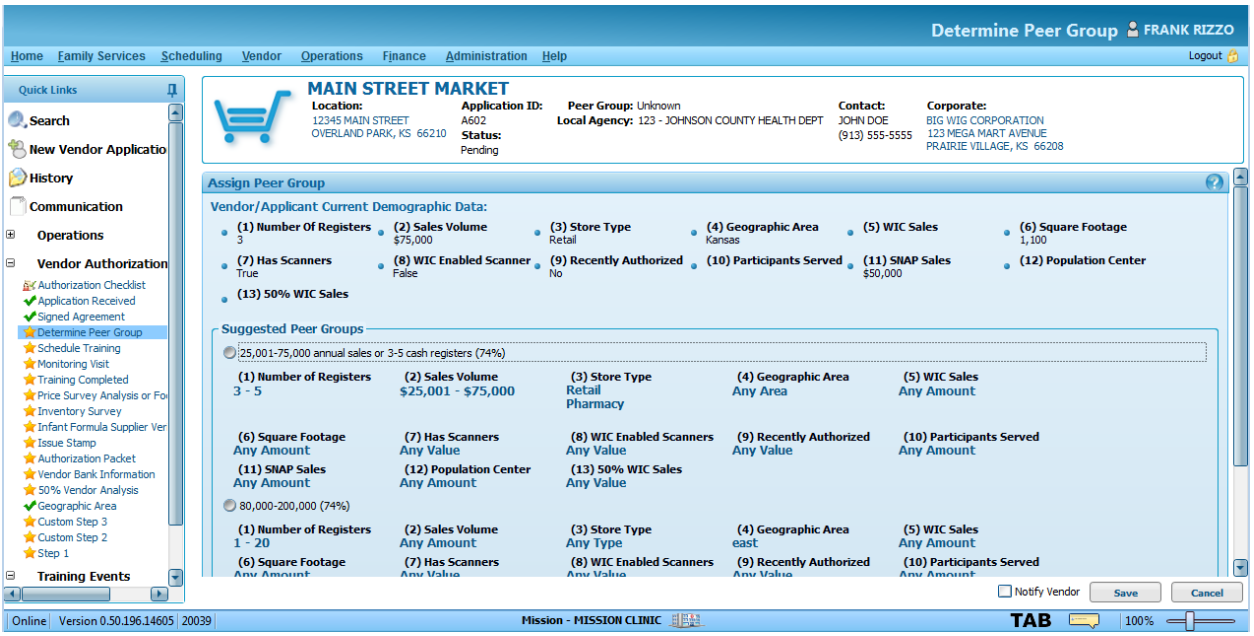
4. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



Task B. Determining a Peer Group

Complete the following steps to perform this task:

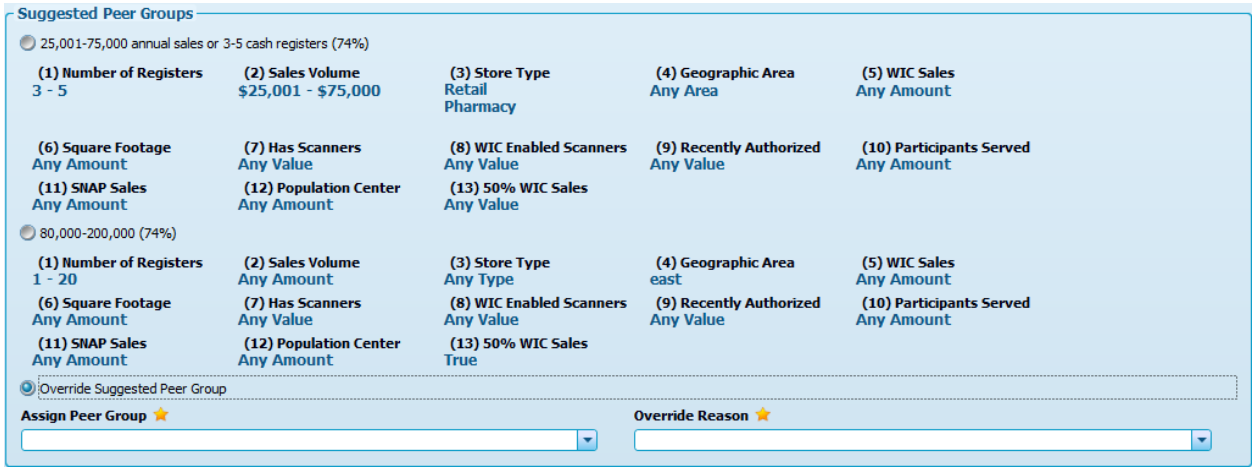
1. Go to **Quick Links → Vendor Authorization → Determine Peer Group**. The **Determine Peer Group** screen displays.



The Determine Peer Group screen shows a list of suggested peer groups, based on how closely the vendor matches the predefined peer group criteria.

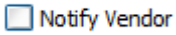
2. In the **Suggested Peer Groups** box, do one of the following:

   - Select a peer group from the list of one or more suggested peer groups
   - Select **Override Suggested Peer Group**, then select a new peer group from the **Assign Peer Group** from the drop down list and select the **Override Reason** from the drop down list.

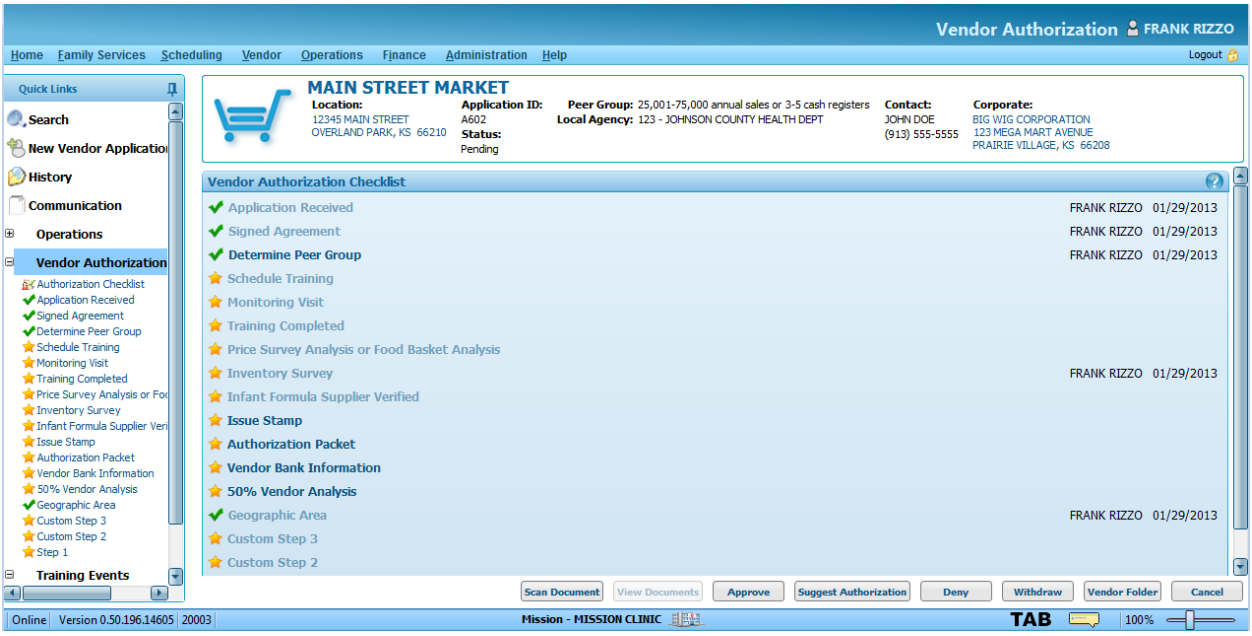

Suggested Peer Groups
25,001-75,000 annual sales or 3-5 cash registers (74%)
(1) Number of Registers 3 - 5
(2) Sales Volume $25,001 - $75,000
(3) Store Type Retail Pharmacy
(4) Geographic Area Any Area
(5) WIC Sales Any Amount
(6) Square Footage Any Amount
(7) Has Scanners Any Value
(8) WIC Enabled Scanners Any Value
(9) Recently Authorized Any Value
(10) Participants Served Any Amount
(11) SNAP Sales Any Amount
(12) Population Center Any Amount
(13) 50% WIC Sales Any Value
80,000-200,000 (74%)
(1) Number of Registers 1 - 20
(2) Sales Volume Any Amount
(3) Store Type Any Type
(4) Geographic Area east
(5) WIC Sales Any Amount
(6) Square Footage Any Amount
(7) Has Scanners Any Value
(8) WIC Enabled Scanners Any Value
(9) Recently Authorized Any Value
(10) Participants Served Any Amount
(11) SNAP Sales Any Amount
(12) Population Center Any Amount
(13) 50% WIC Sales True
Override Suggested Peer Group
Assign Peer Group
Override Reason

The vendor's demographic data is displayed. Utilize this information to select the desired peer group for the vendor.

3. Select the **Notify Vendor** check box to email or print a letter communicating the peer group assignment to the applicant/vendor.



4. Click **Save**. A status message displays indicating success.
   - If you did not select the **Notify Vendor** check box, you are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



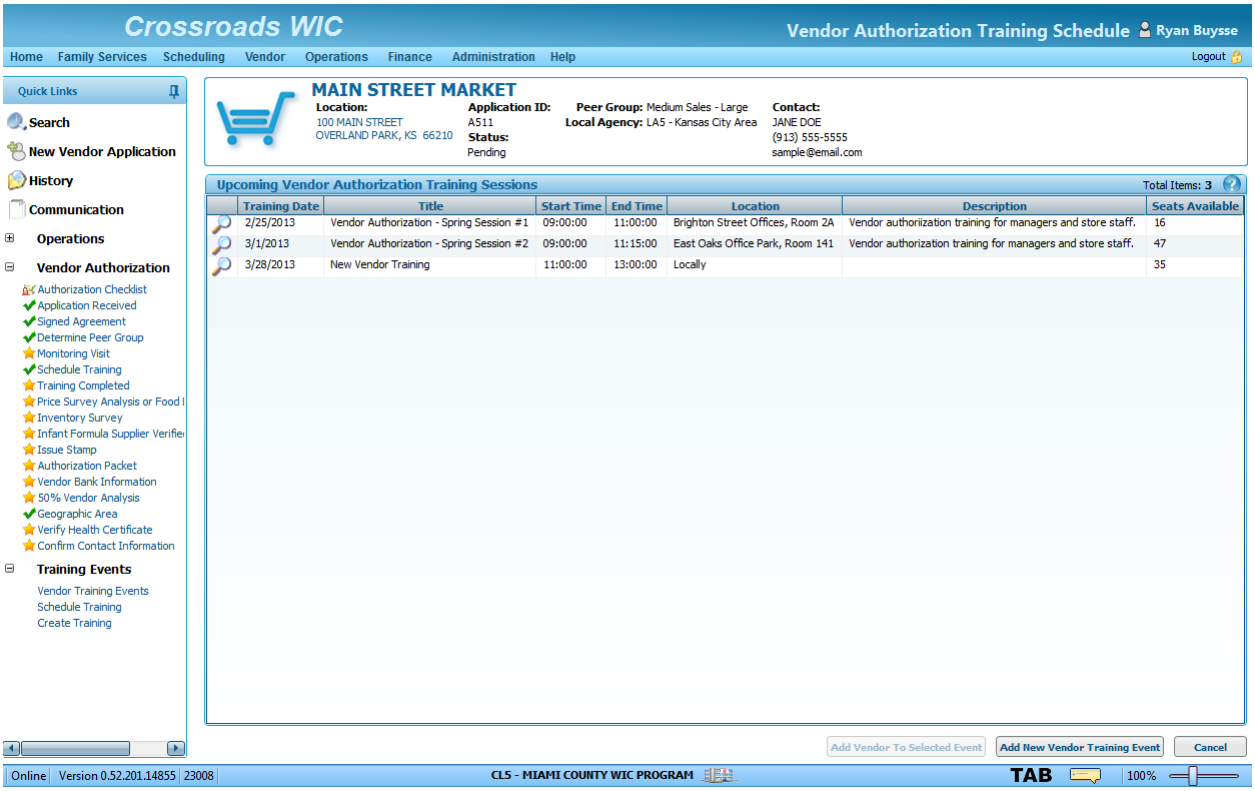
- If you did select the **Notify Vendor** check box, the **Vendor Notifications** screen displays.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Task C. Scheduling Training

Complete the following steps to perform this task:

1. Go to **Quick Links → Vendor Authorization → Schedule Training**. The **Vendor Authorization Schedule Training** screen displays.

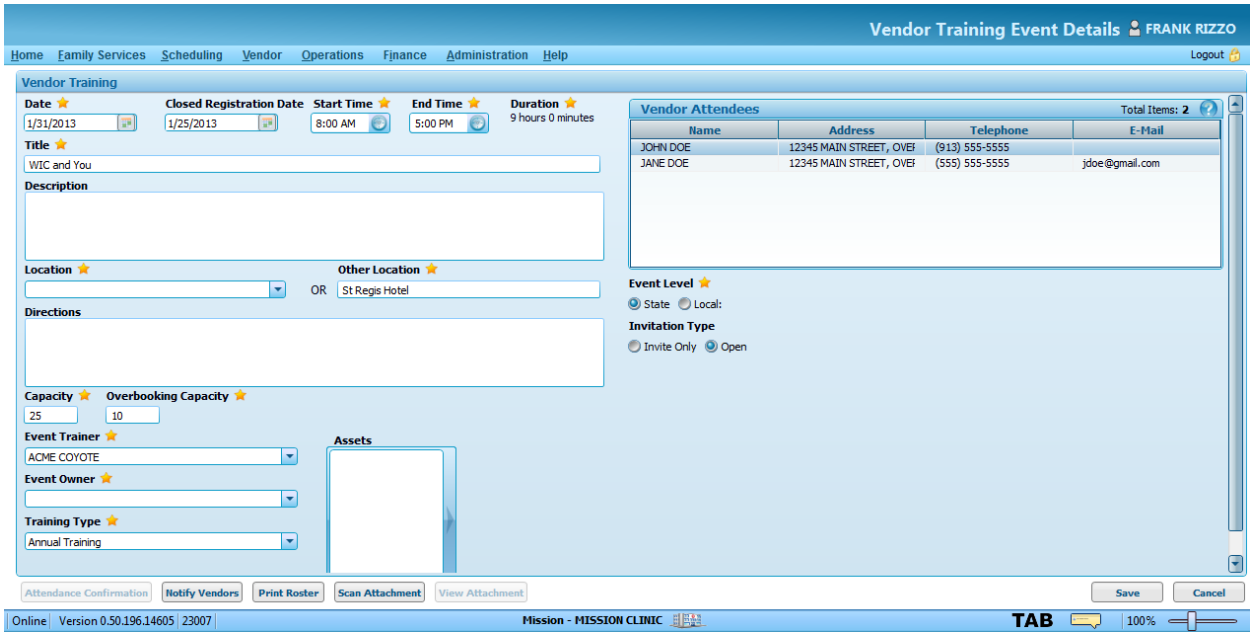


2. The **Upcoming Vendor Authorization Training Sessions** grid lists all scheduled training events.

The grid displays the Training Date, Title, Start Time, End Time, Location, Description, and Seats Available for all listed training sessions.

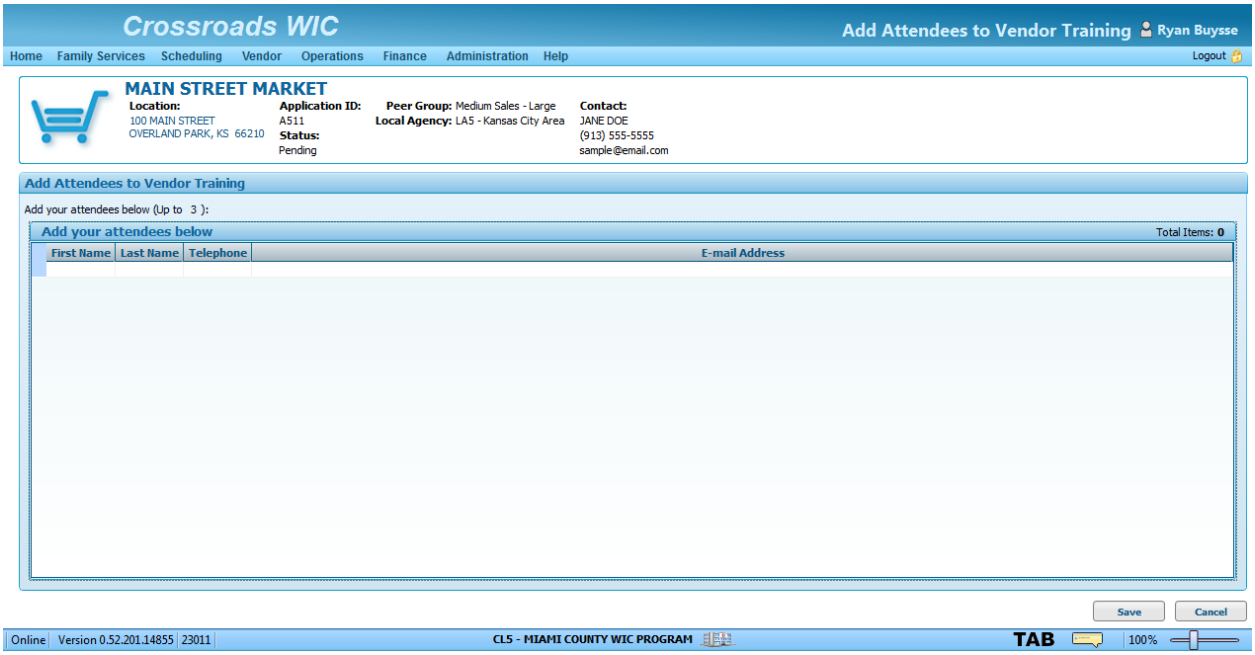
3. To add a new training session or edit an existing training session, complete the following actions as needed:

   - Click the **View** button ( ) to view or edit the training session details. The **Vendor Training Event Details** screen displays.
   - Click **Add New Vendor Training Event**. The **Vendor Training Event Details** screen displays.

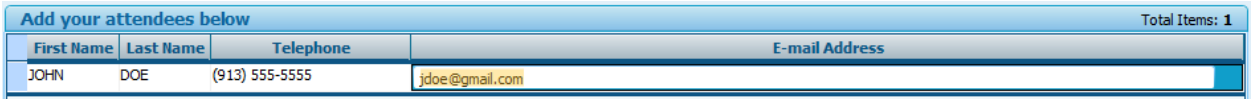


For information on creating vendor training events, refer to the Vendor Training scenario on page 10-1.

4. Select a training session in the **Upcoming Vendor Authorization Training Sessions** grid and click **Add Vendor To Selected Event**. The **Add Attendees to Vendor Training** screen displays.

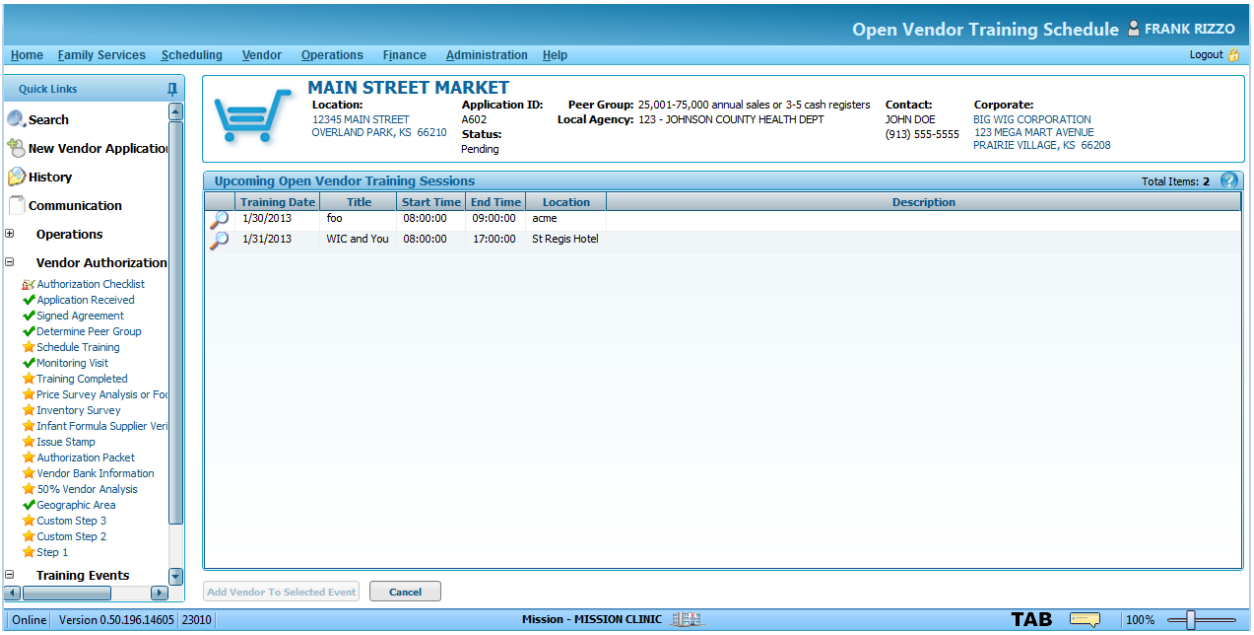


5. Under **Attendees (or leave them TBD)**, enter the **First Name**, **Last Name**, **Telephone**, and **E-mail Address** for up to three attendees.



Press the Enter key on your keyboard to create a new blank link in the grid.

6. Click **Save**. The **Open Vendor Training Schedule** screen displays.

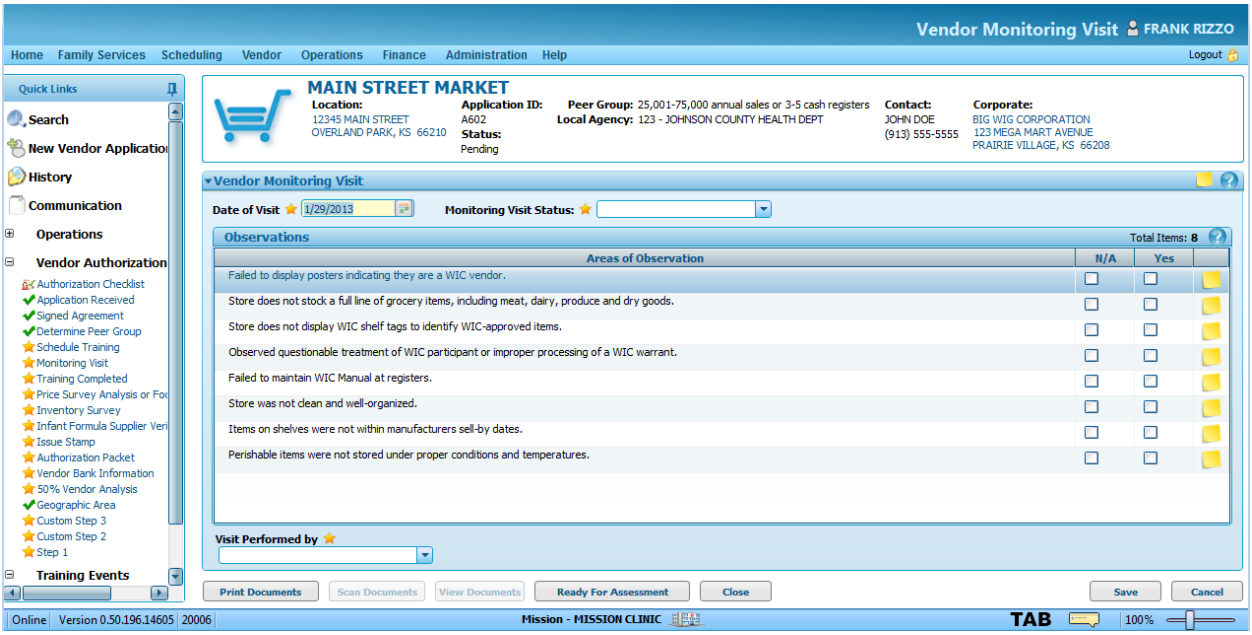


The functions on this screen are nearly identical to the Vendor Authorization Schedule Training screen. However, this screen does not allow you to add new training sessions. Use this screen to add the vendor to additional open events.

Task D. Completing a Monitoring Visit

Complete the following steps to perform this task:

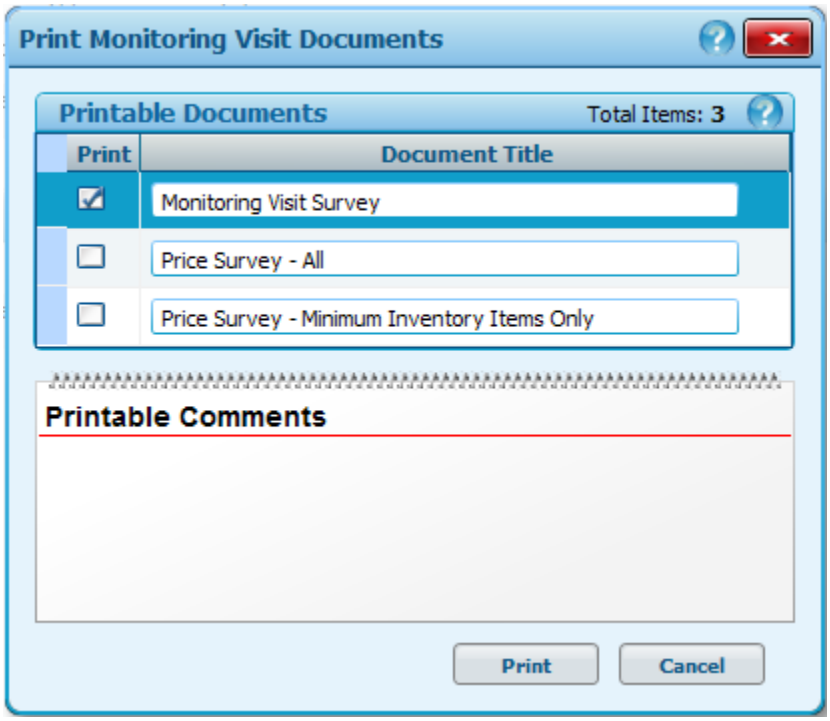
1. Go to **Quick Links → Vendor Authorization → Monitoring Visit**. The **Vendor Monitoring Visit** screen displays.



A vendor may be identified for a monitoring visit for one of the following reasons:

- The Vendor has applied for WIC participation or reauthorization.
- The Vendor is the subject of an investigation having been flagged as "High Risk" and has not been monitored recently.
- The Vendor has been selected for monitoring in order to meet minimum Federal or State vendor audit requirements.

2. Click **Print Documents**. The **Print Monitoring Visit Documents** screen displays.



The monitoring visit process has been designed with the assumption that the user will initiate the monitoring visit, print the necessary forms, and then exit the screen. After visiting the store, the user will return to the monitoring visit screen and enter the results. This assumption does not prevent the user from initiating the monitor visiting and recording the results during a single session.

3. Under **Printable Documents**, select the appropriate check box for each document to be printed.
4. Add **Printable Comments**, as necessary.
5. Click **Print**. The selected document is displayed as a PDF.

Monitoring Visit Survey
MAIN STREET MARKET

Location:	100 MAIN STREET OVERLAND PARK, KS 66210	**Vendor ID:**	A503	**Store Type:**	Retail
		Status	Pending	**Peer Group**	$75,001 - $300,000 annual sales, or 6+ cash regist
Food Permit Number:		**Contact Person(s):**	**Contact Name**	**Title**	**Contact Phone**
Contact Email			JANE DOE	MANAGER	(913) 555-5555
email@sample.com					

Vendor Store Operations Data

Description	Value	Actual	Comment
Hours of Operations	Sunday: Closed Monday: 7:00 AM - 10:00 PM Tuesday: 7:00 AM - 10:00 PM Wednesday: 7:00 AM - 10:00 PM Thursday: 7:00 AM - 10:00 PM Friday: 24 Hours Saturday: 24 Hours		
Geographic Area			
Square Footage	12000		
Number of Registers	6		
Scanners	Yes		
WIC Food Revenue			
Total Food Revenue			
Worker's Compensation	Yes		
Liability Insurance No.			
50% WIC Indicator	No		

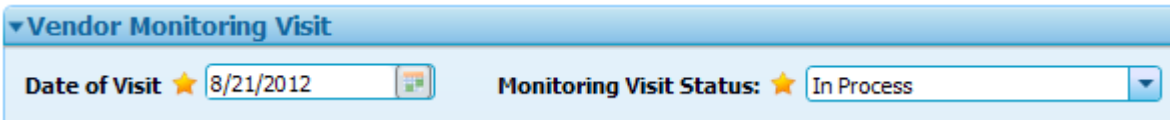
Monitoring Visit Observations

Observation	Yes/No	Comments
Failed to display posters indicating they are a WIC vendor.	[ ]	
Store does not stock a full line of grocery items, including meat, dairy, produce and dry goods.	[ ]	
Store does not display WIC shelf tags to identify WIC-approved items.	[ ]	
Observed questionable treatment of WIC participant or improper processing of a WIC warrant.	[ ]	
Failed to maintain WIC Manual at registers.	[ ]	
Store was not clean and well-organized.	[ ]	

6. Once the document(s) have been printed, close the PDF(s). You are returned to the **Vendor Monitoring Visit** screen.

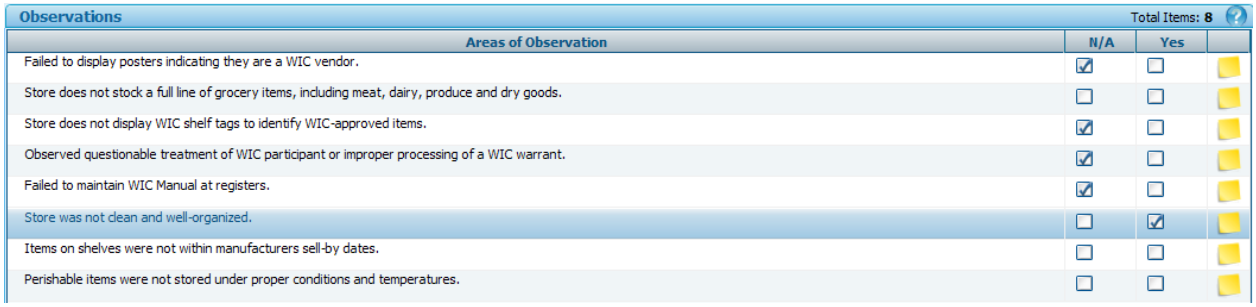
Assume the monitoring visit occurred with the use of the printed document(s), the user has returned from the visit, and that the results of the visit are being entered below.

7. Under **Vendor Monitoring Visit**, enter or select the **Date of Visit**.
8. Select the **Monitoring Visit Status** from the drop down list.



Local agency staff will select the status of In Process. The state will change the status once reviewed.

9. Under **Observations** and within the **Areas of Observation** grid, select the appropriate check box for each statement listed.


Observations
Total Items: 8
Areas of Observation
N/A
Yes
Failed to display posters indicating they are a WIC vendor.
Store does not stock a full line of grocery items, including meat, dairy, produce and dry goods.
Store does not display WIC shelf tags to identify WIC-approved items.
Observed questionable treatment of WIC participant or improper processing of a WIC warrant.
Failed to maintain WIC Manual at registers.
Store was not clean and well-organized.
Items on shelves were not within manufacturers sell-by dates.
Perishable items were not stored under proper conditions and temperatures.

Observations (questions) are state defined and should be phrased such that "No" is the common default answer. In this way, user data entry is minimized. The user specifies "Yes" where applicable. Otherwise, the observation (question) is automatically marked as "No".

Selecting the N/A check box indicates that the selected violation is not applicable to the vendor being monitored.

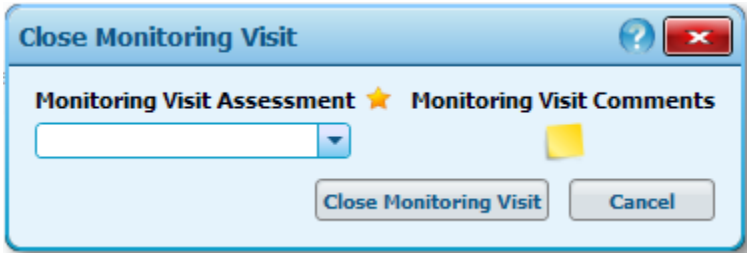
Selecting the Yes check box indicates that the selected violation was observed.

Failure to select a check box indicates that a violation did not occur.

10. Select **Visit Performed by** from the drop down list.

11. To complete the process of documenting the monitoring visit, do one of the following:

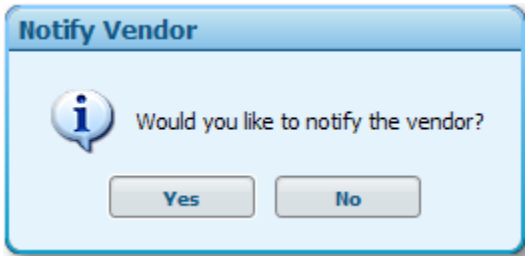
- If you have been granted permission to close a monitoring visit: click **Close**. The **Close Monitoring Visit** screen displays.



  - o Enter or select a **Monitoring Visit Assessment**.
  - o Enter **Monitoring Visit Comments**, if necessary.

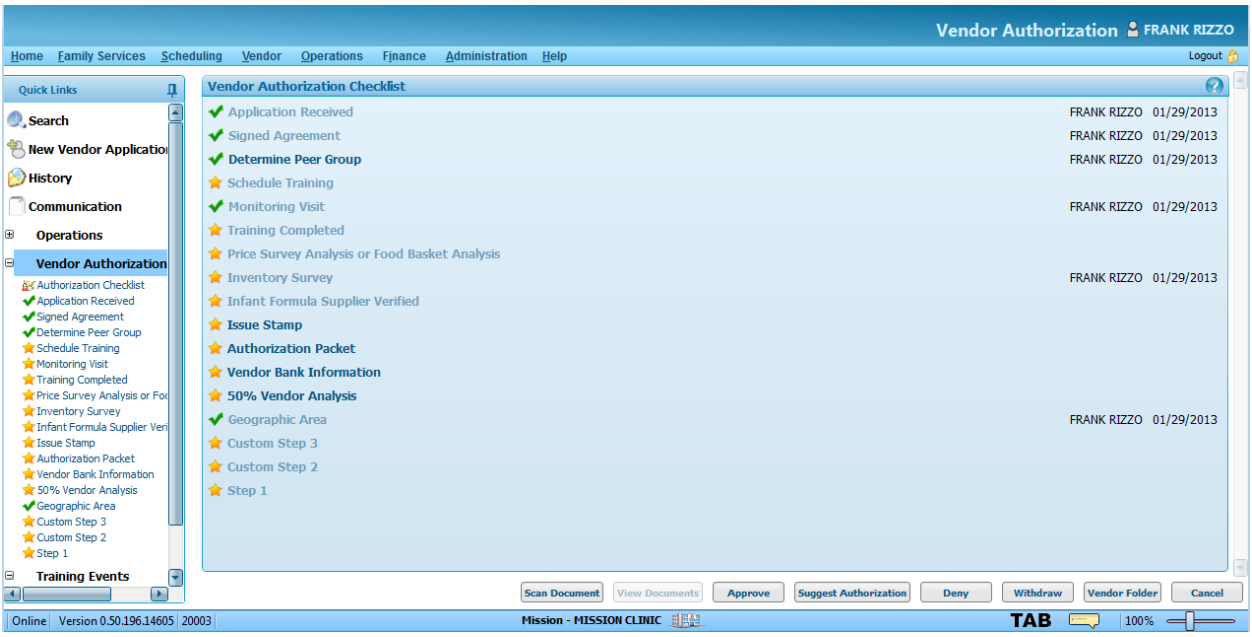
If a Monitoring Visit Assessment of Fail is selected, the user is provided the opportunity to assess violations.

  - o Click **Close Monitoring Visit**. A confirmation message displays indicating that saving this final status will make the monitoring visit a permanent part of the vendor record. Click **Yes** to continue. A status message displays indicating success and the **Notify Vendor** screen displays.



Click Yes to be directed to the Vendor Notifications screen. The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Click No to be returned to the Vendor Authorization screen.

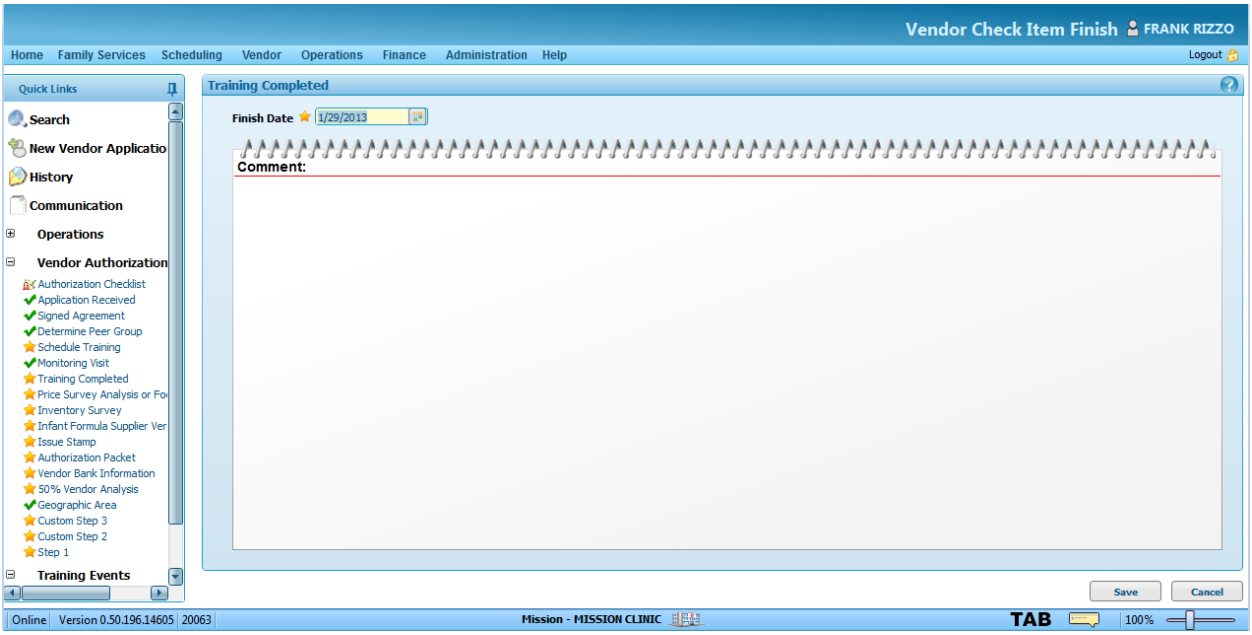


- If you have not been granted permission to close a monitoring visit: click **Ready for Assessment**. A message is sent to the appropriate WIC staff indicating the vendor is ready for assessment and a task is added to their list of dashboard tasks. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.

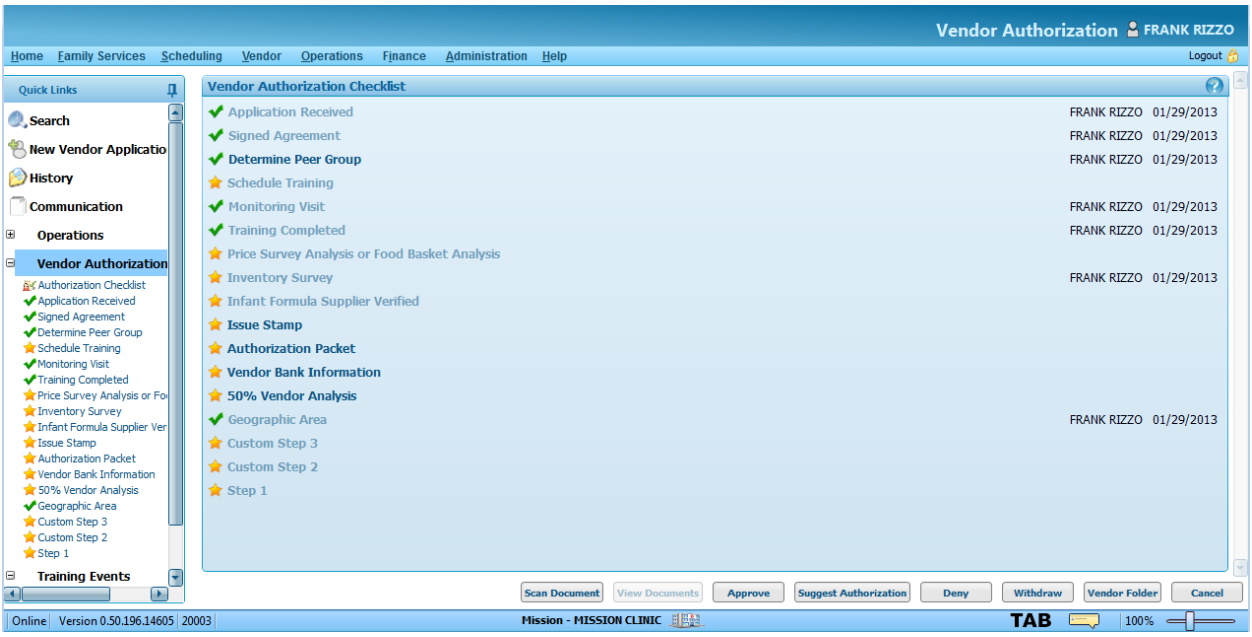
Task E. Training Completed

Complete the following steps to perform this task:

1. Go to the **Quick Links → Vendor Authorization → Training Completed**. The **Vendor Check Item Finish** screen displays.



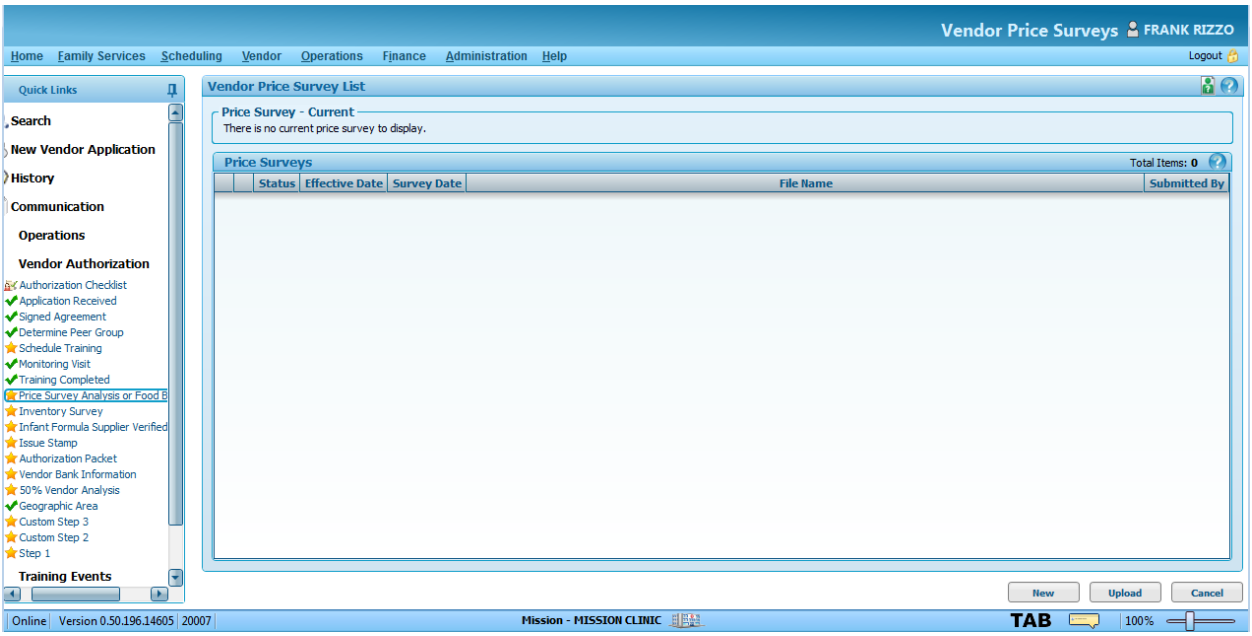
2. Under **Training Completed**, enter or select the **Finish Date**.
3. Enter a **Comment**, if applicable.
4. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



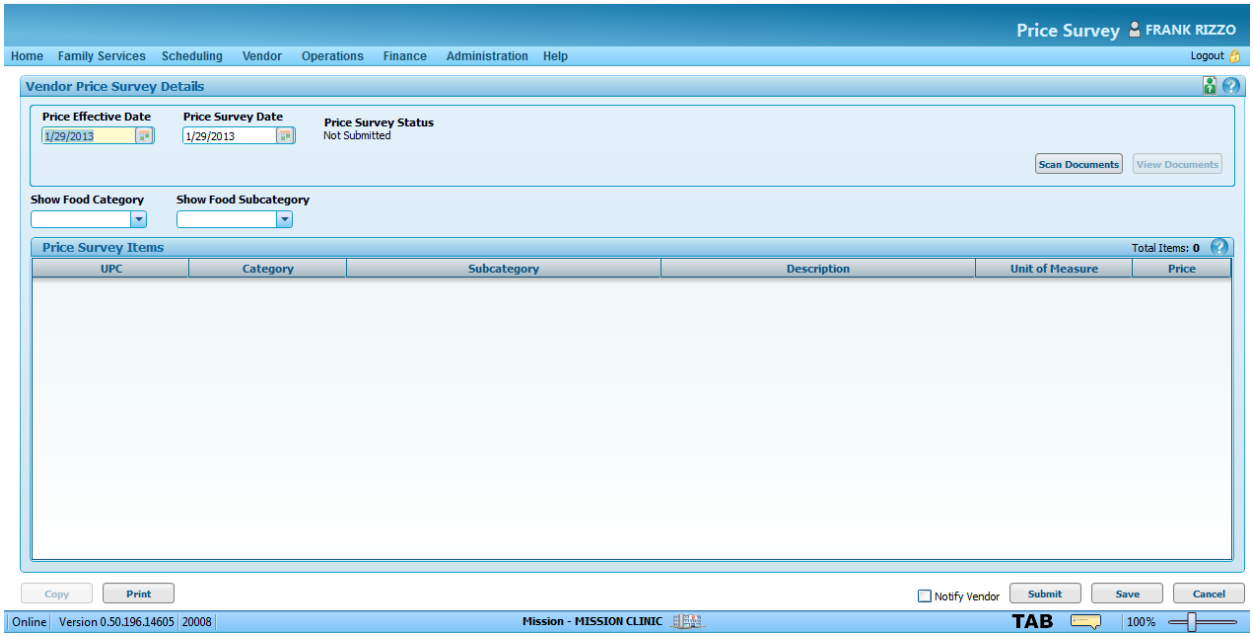
Task F. Completing a Price Survey Analysis

Complete the following steps to perform this task:

1. Go to **Quick Links → Vendor Authorization → Price Survey Analysis or Food Basket Analysis**. The **Vendor Price Surveys** screen displays.



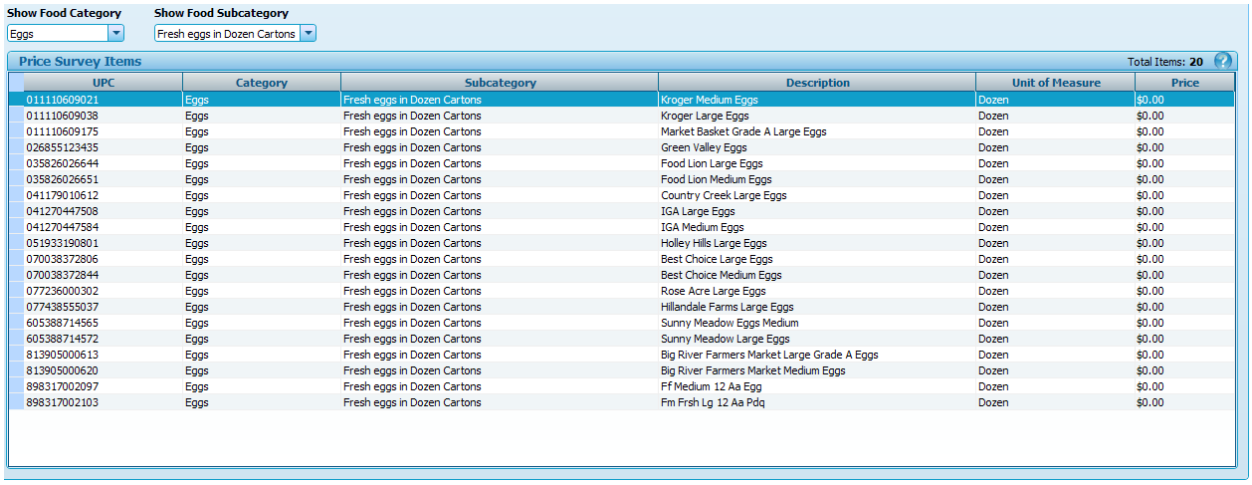
2. To complete a price survey manually, click **New**. The **Price Survey** screen displays.



3. Under **Vendor Price Survey Details**, enter or select the **Price Effective Date**.
4. Under **Vendor Price Survey Details**, enter or select the **Price Survey Date**.

The Price Effective Date is the date on which the prices become effective. The Price Survey Date is the submission date of the price survey.

5. Complete the following:
   - Enter or select a **Show Food Category**.
   - Enter or select a **Show Food Subcategory**. The screen refreshes and the price survey items display for the selected food category and sub-category.



UPC	Category	Subcategory	Description	Unit of Measure	Price
011110609021	Eggs	Fresh eggs in Dozen Cartons	Kroger Medium Eggs	Dozen	$0.00
011110609038	Eggs	Fresh eggs in Dozen Cartons	Kroger Large Eggs	Dozen	$0.00
011110609175	Eggs	Fresh eggs in Dozen Cartons	Market Basket Grade A Large Eggs	Dozen	$0.00
026855123435	Eggs	Fresh eggs in Dozen Cartons	Green Valley Eggs	Dozen	$0.00
035826026644	Eggs	Fresh eggs in Dozen Cartons	Food Lion Large Eggs	Dozen	$0.00
035826026651	Eggs	Fresh eggs in Dozen Cartons	Food Lion Medium Eggs	Dozen	$0.00
041179010612	Eggs	Fresh eggs in Dozen Cartons	Country Creek Large Eggs	Dozen	$0.00
041270447508	Eggs	Fresh eggs in Dozen Cartons	IGA Large Eggs	Dozen	$0.00
041270447584	Eggs	Fresh eggs in Dozen Cartons	IGA Medium Eggs	Dozen	$0.00
051933190801	Eggs	Fresh eggs in Dozen Cartons	Holley Hills Large Eggs	Dozen	$0.00
070038372806	Eggs	Fresh eggs in Dozen Cartons	Best Choice Large Eggs	Dozen	$0.00
070038372844	Eggs	Fresh eggs in Dozen Cartons	Best Choice Medium Eggs	Dozen	$0.00
077236000302	Eggs	Fresh eggs in Dozen Cartons	Rose Acre Large Eggs	Dozen	$0.00
077438555037	Eggs	Fresh eggs in Dozen Cartons	Hillandale Farms Large Eggs	Dozen	$0.00
605388714565	Eggs	Fresh eggs in Dozen Cartons	Sunny Meadow Eggs Medium	Dozen	$0.00
605388714572	Eggs	Fresh eggs in Dozen Cartons	Sunny Meadow Large Eggs	Dozen	$0.00
813905000613	Eggs	Fresh eggs in Dozen Cartons	Big River Farmers Market Large Grade A Eggs	Dozen	$0.00
813905000620	Eggs	Fresh eggs in Dozen Cartons	Big River Farmers Market Medium Eggs	Dozen	$0.00
898317002097	Eggs	Fresh eggs in Dozen Cartons	Ff Medium 12 Aa Egg	Dozen	$0.00
898317002103	Eggs	Fresh eggs in Dozen Cartons	Fm Frsh Lg 12 Aa Pdq	Dozen	$0.00

   - Enter item prices, as necessary.

UPC	Category	Subcategory	Description	Unit of Measure	Price
011110609021	Eggs	Fresh eggs in Dozen Cartons	Kroger Medium Eggs	Dozen	$1.69
011110609038	Eggs	Fresh eggs in Dozen Cartons	Kroger Large Eggs	Dozen	$1.59
011110609175	Eggs	Fresh eggs in Dozen Cartons	Market Basket Grade A Large Eggs	Dozen	$1.79
026855123435	Eggs	Fresh eggs in Dozen Cartons	Green Valley Eggs	Dozen	$1.79
035826026644	Eggs	Fresh eggs in Dozen Cartons	Food Lion Large Eggs	Dozen	$1.49
035826026651	Eggs	Fresh eggs in Dozen Cartons	Food Lion Medium Eggs	Dozen	$0.00
041179010612	Eggs	Fresh eggs in Dozen Cartons	Country Creek Large Eggs	Dozen	$0.00
041270447508	Eggs	Fresh eggs in Dozen Cartons	IGA Large Eggs	Dozen	$0.00
041270447584	Eggs	Fresh eggs in Dozen Cartons	IGA Medium Eggs	Dozen	$0.00
051933190801	Eggs	Fresh eggs in Dozen Cartons	Holley Hills Large Eggs	Dozen	$0.00
070038372806	Eggs	Fresh eggs in Dozen Cartons	Best Choice Large Eggs	Dozen	$0.00
070038372844	Eggs	Fresh eggs in Dozen Cartons	Best Choice Medium Eggs	Dozen	$0.00
077236000302	Eggs	Fresh eggs in Dozen Cartons	Rose Acre Large Eggs	Dozen	$0.00
077438555037	Eggs	Fresh eggs in Dozen Cartons	Hillandale Farms Large Eggs	Dozen	$0.00
605388714565	Eggs	Fresh eggs in Dozen Cartons	Sunny Meadow Eggs Medium	Dozen	$0.00
605388714572	Eggs	Fresh eggs in Dozen Cartons	Sunny Meadow Large Eggs	Dozen	$0.00
813905000613	Eggs	Fresh eggs in Dozen Cartons	Big River Farmers Market Large Grade A Eggs	Dozen	$0.00
813905000620	Eggs	Fresh eggs in Dozen Cartons	Big River Farmers Market Medium Eggs	Dozen	$0.00
898317002097	Eggs	Fresh eggs in Dozen Cartons	Ff Medium 12 Aa Egg	Dozen	$0.00
898317002103	Eggs	Fresh eggs in Dozen Cartons	Fm Frsh Lg 12 Aa Pdq	Dozen	$0.00

Complete this step for each Category and Subcategory of food, as necessary.

A non-zero price must be entered for any item that was designated as a minimum inventory item.

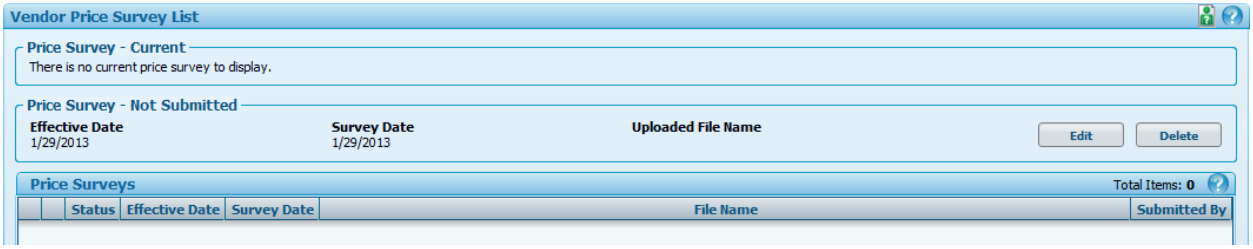
Click Print to print a copy of the prices entered.

Select the Notify Vendor check box to send a communication to the vendor and display the

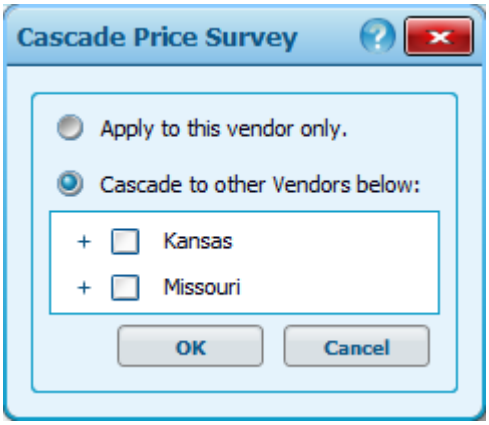
Vendor Notifications screen. The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

6. Once prices have been entered, do one of the following:

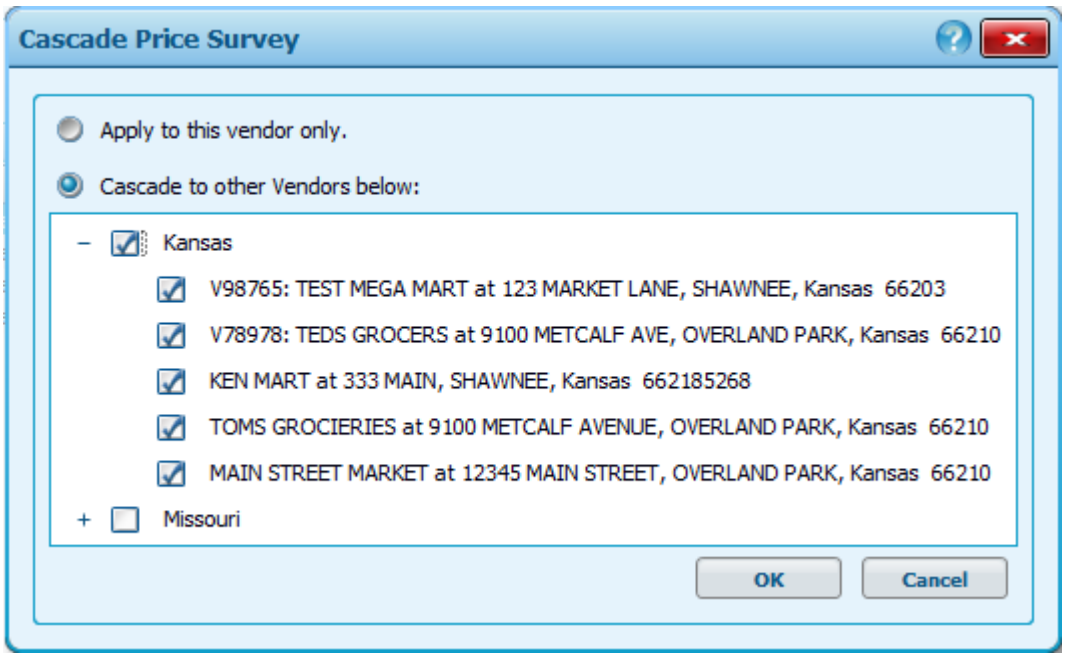
- Click **Save** to save your progress (this allows editing at a later date). A status message displays indicating success and you are returned to the **Vendor Price Surveys** screen (you can then click **Edit** on the **Vendor Price Surveys** screen to return to the **Price Survey** screen).



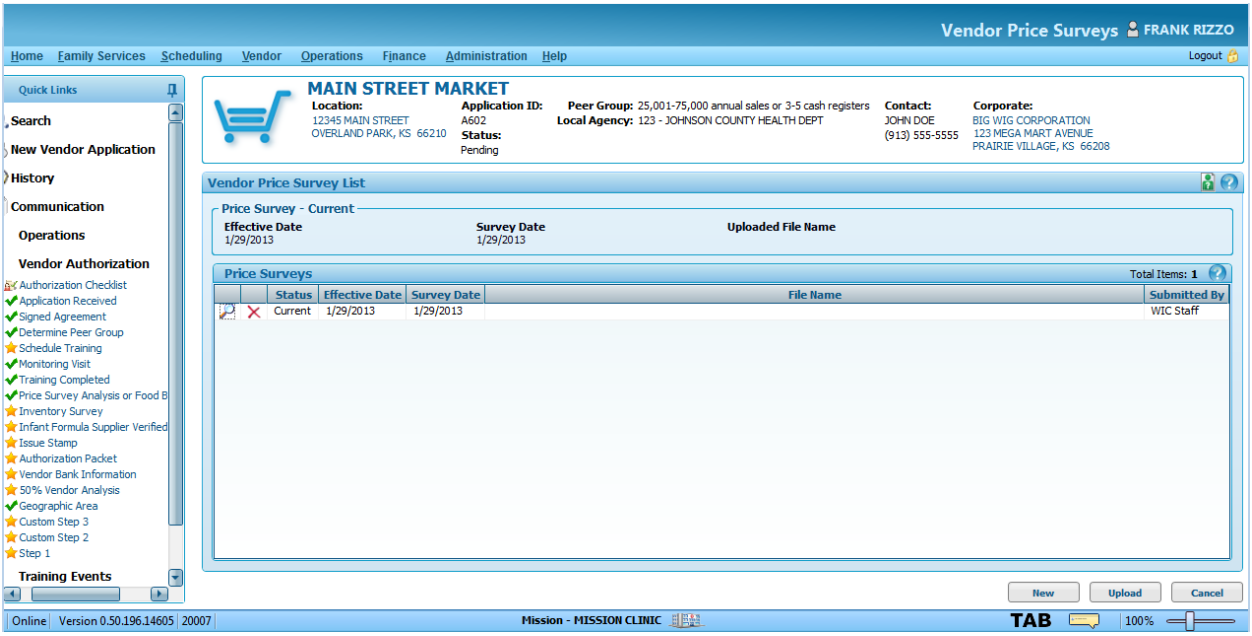
- Click **Submit** to submit the prices (this does not allow editing at a later date). The **Cascade Price Survey** screen displays.



  - Select either **Apply to this vendor only** or **Cascade to other Vendors below**.
  - If you select **Cascade to other Vendors below**, select the check boxes to indicate all vendors to which the price survey will be applied.
  - Click the plus sign (+) to display additional information.


Cascade Price Survey
Apply to this vendor only.
Cascade to other Vendors below:
Kansas
V98765: TEST MEGA MART at 123 MARKET LANE, SHAWNEE, Kansas 66203
V78978: TEDS GROCERS at 9100 METCALF AVE, OVERLAND PARK, Kansas 66210
KEN MART at 333 MAIN, SHAWNEE, Kansas 662185268
TOMS GROCIERIES at 9100 METCALF AVENUE, OVERLAND PARK, Kansas 66210
MAIN STREET MARKET at 12345 MAIN STREET, OVERLAND PARK, Kansas 66210
Missouri
OK
Cancel

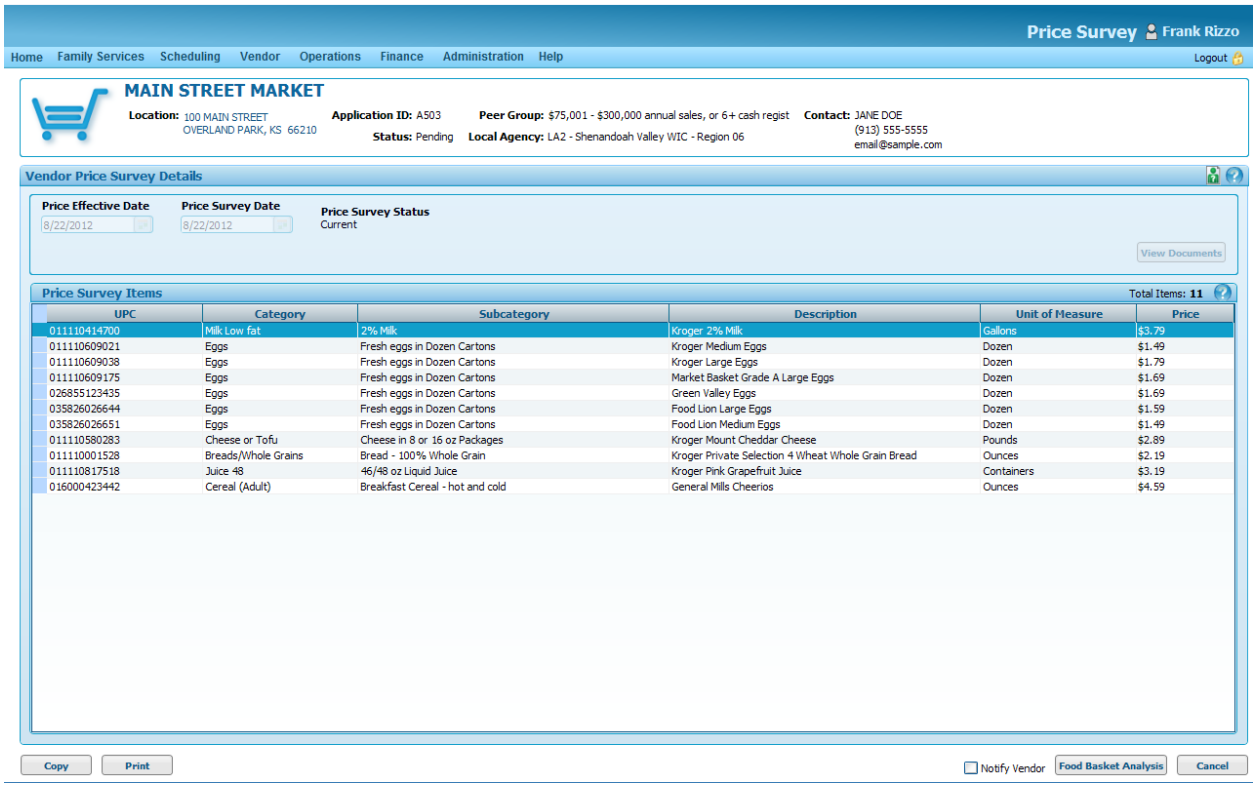
- Click **OK**. A status message displays indicating success and you are returned to the **Vendor Price Surveys** screen.



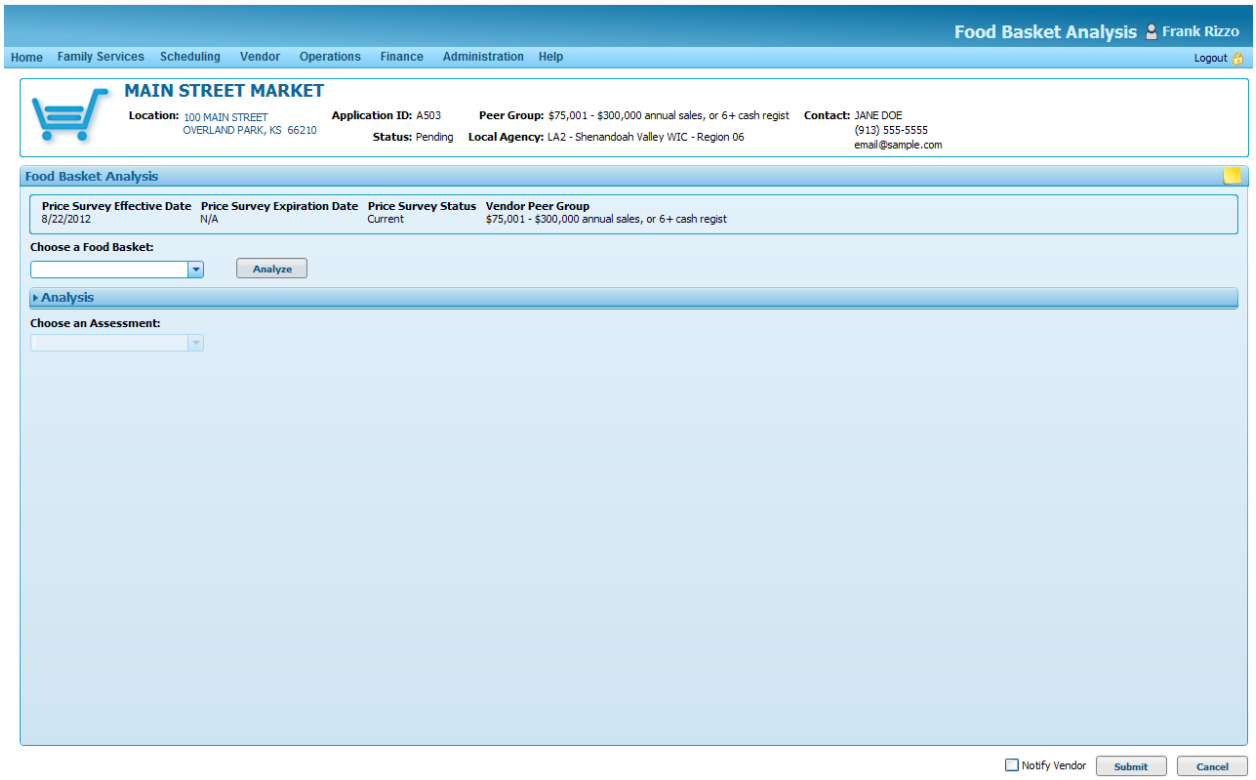
Task G. Completing a Food Basket Analysis

Complete the following steps to perform this task:

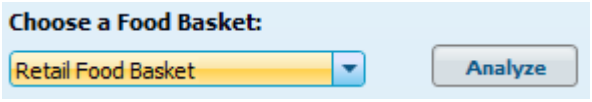
1. While still on the **Vendor Price Surveys** screen, click the **Open Event** button ( ) of the current price survey. The **Price Survey** screen displays.



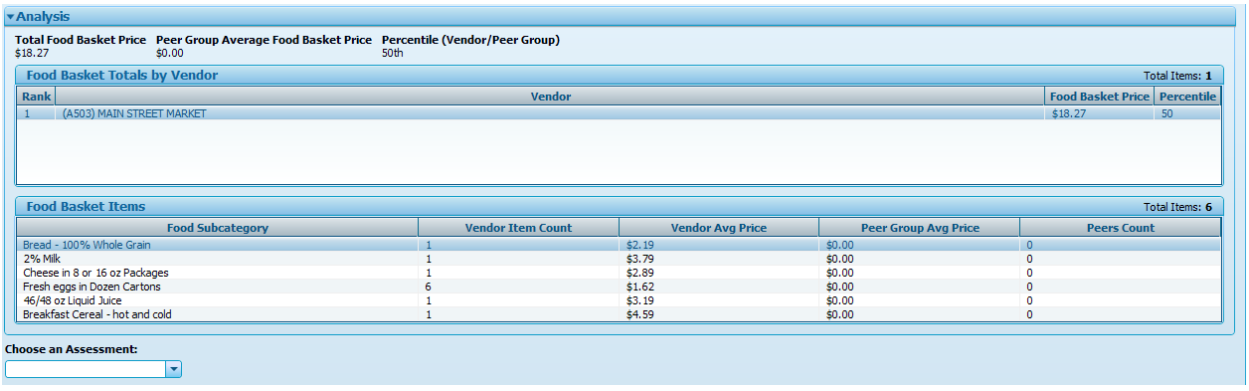
2. Click **Food Basket Analysis**. The **Food Basket Analysis** screen displays.



3. Enter or select a food basket from the **Choose a Food Basket** drop down list.

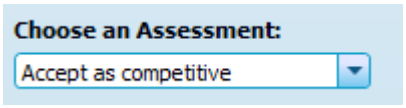


4. Click **Analyze**. The screen refreshes and displays analysis information.



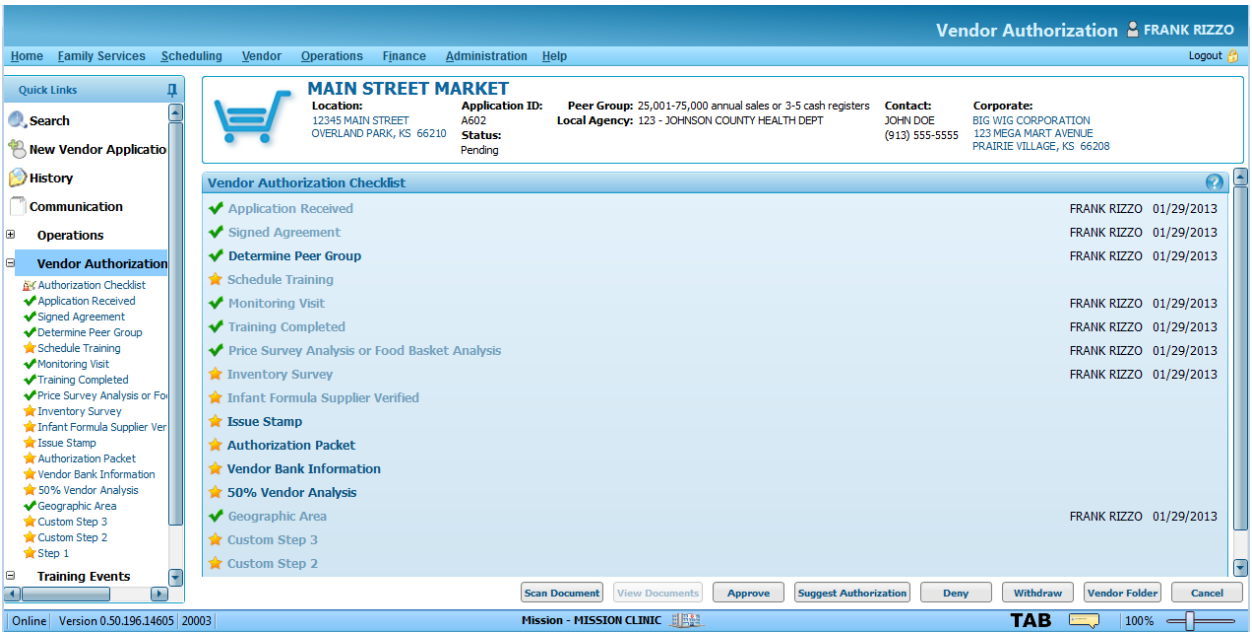
Compare the food basket prices on the Food Basket Totals by Vendor grid to the Vendor Avg Price and Peer Group Avg Price on the Food Basket Items grid. Review for competitiveness.

5. Enter or select one of the following within the **Choose an Assessment** drop down list:
   - Accept as competitive
   - Accept with exception
   - Decline as not competitive



If Accept with exception is selected, the user is prompted to enter or select a reason for the exception.

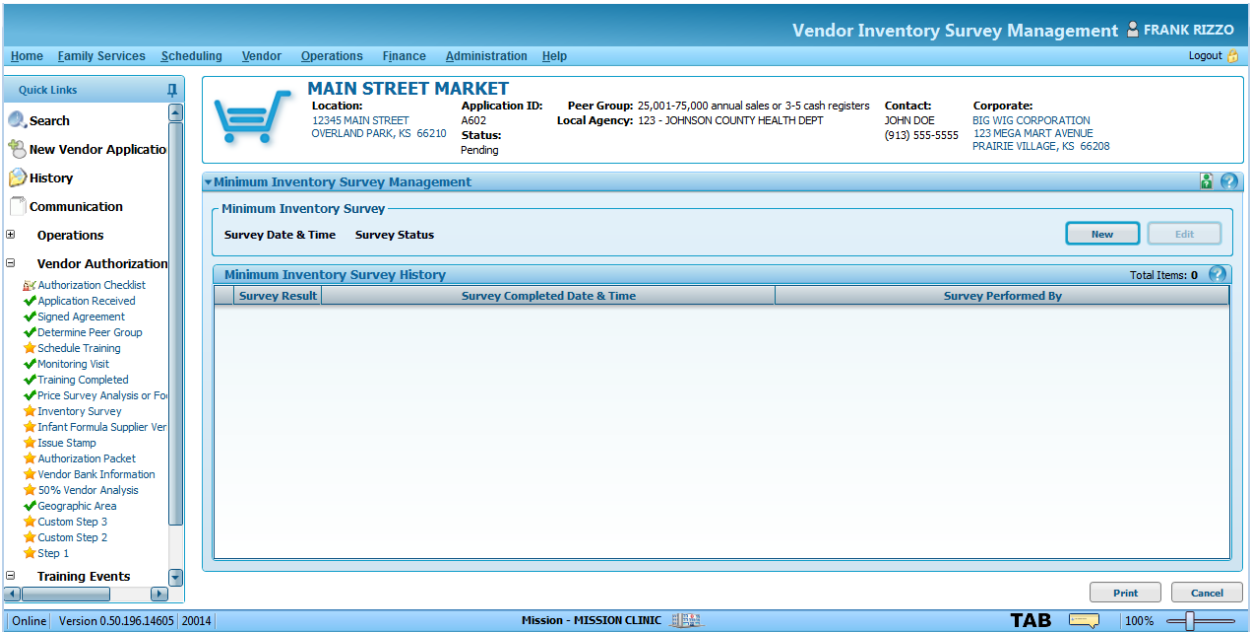
6. Click **Submit**. A status message displays indicating success and you are returned to the **Vendor Authorization** screen.



Task H. Completing an Inventory Survey

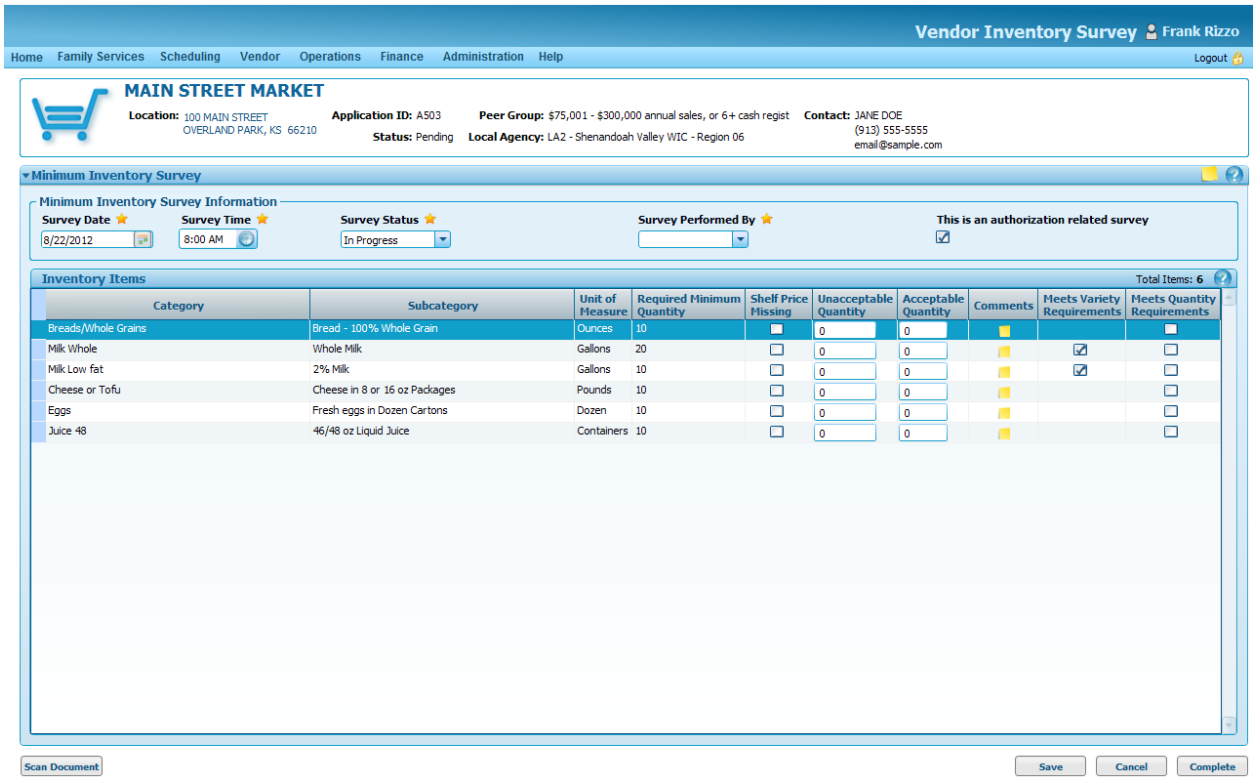
Complete the following steps to perform this task:

1. Go to **Quick Links → Vendor Authorization → Inventory Survey**. The **Vendor Inventory Survey Management** screen displays.



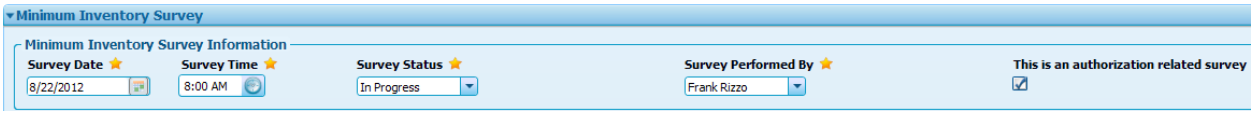
Click Print to print one or more documents to utilize during the on-site inventory survey process.

2. Click **New**. The **Vendor Inventory Survey** screen displays.



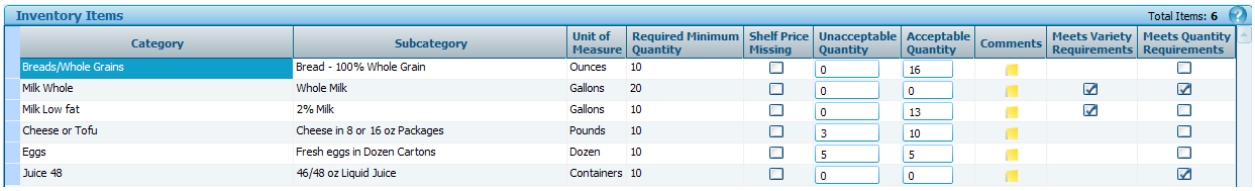
3. Under **Minimum Inventory Survey Information**, complete the following:

- Enter or select the **Survey Date**.
- Enter or select **Survey Time**.
- Enter or select the **Survey Status**.
- Enter or select the **Survey Performed By**.
- Select (or unselect) the **This is an authorization related survey** check box, as necessary.



Minimum inventory survey results are automatically flagged as authorization-related if performed as part of the authorization checklist process. This field should be left un-checked when performing inventory surveys not related to authorization.

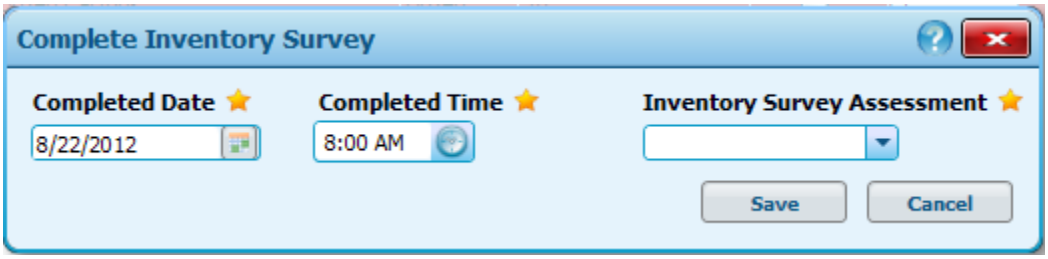
4. Within the **Inventory Items** grid, enter or select the **Unacceptable Quantity**, **Acceptable Quantity**, or **Meets Variety Requirements** indicator for each item.



Selecting Meets Variety Requirements indicates that the exact inventory quantity is not known and negates the need to enter Unacceptable and Acceptable Quantity requirements.

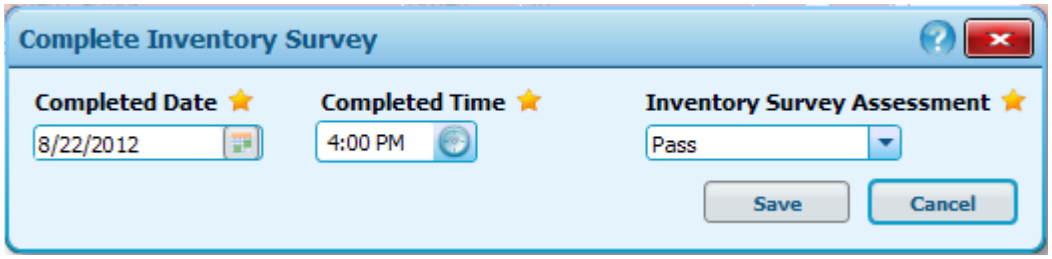
The user must indicate whether variety requirements were met by selecting or unselecting the Meets Variety Requirements check box. Not all items have variety requirements.

5. Click **Complete**. The **Complete Inventory Survey** screen displays.



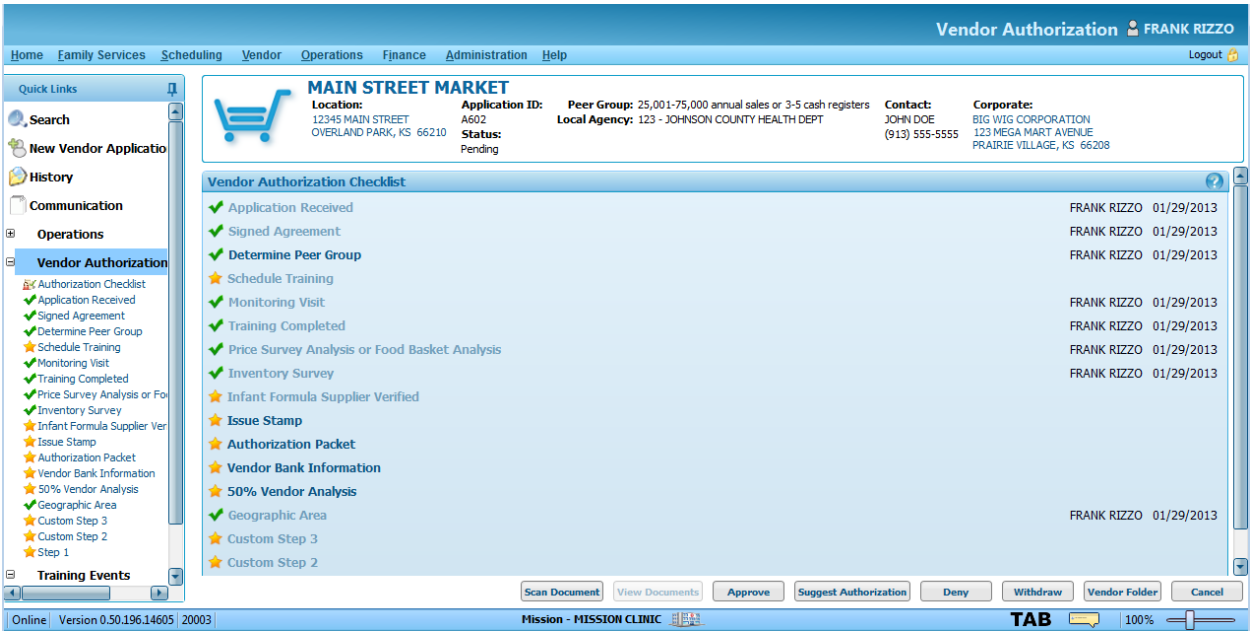
6. Complete the following:

- Enter or select the **Completed Date**.
- Enter or select the **Completed Time**.
- Enter or select the **Inventory Survey Assessment**.



An assessment of Pass cannot be indicated if one or more items did not meet the minimum inventory requirement. Correct entries as necessary or indicate an assessment error.

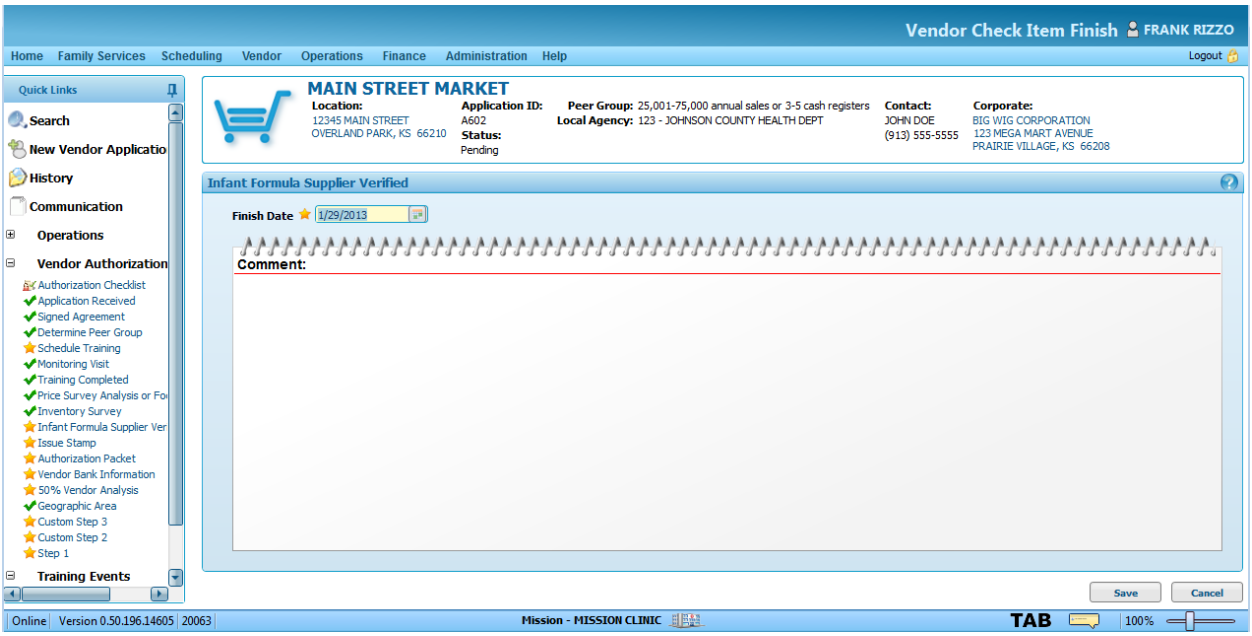
7. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



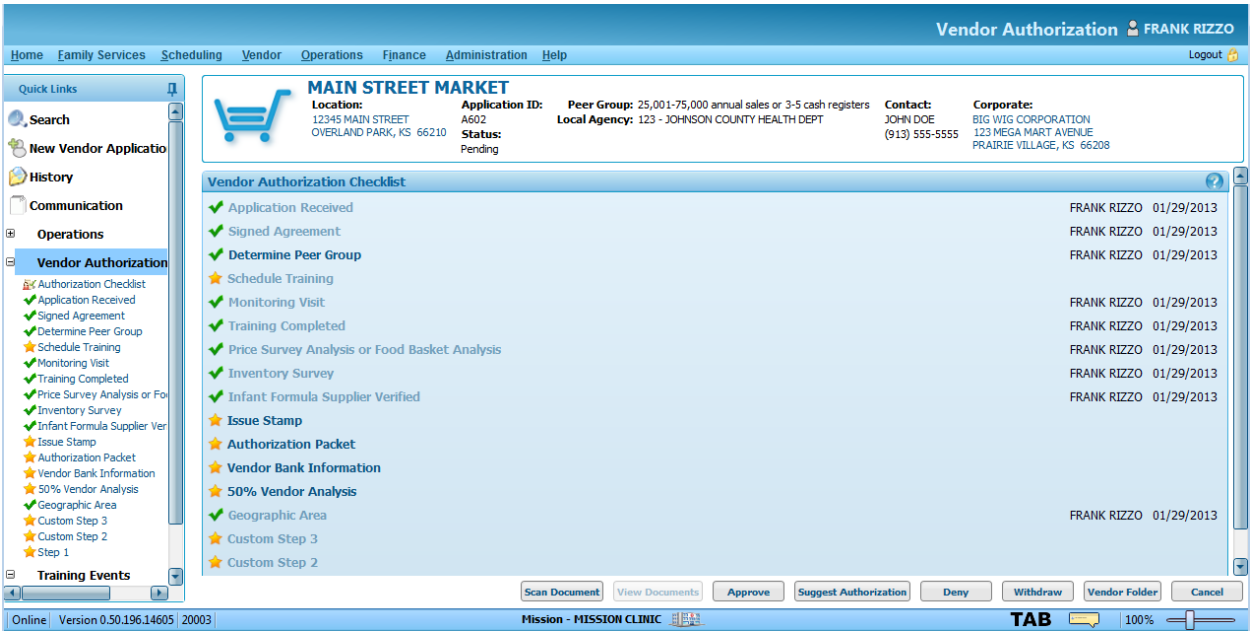
Task I. Verifying an Infant Formula Supplier

Complete the following steps to perform this task:

1. Go to **Quick Links → Vendor Authorization → Infant Formula Supplier Verified**. The **Vendor Check Item Finish** screen displays.



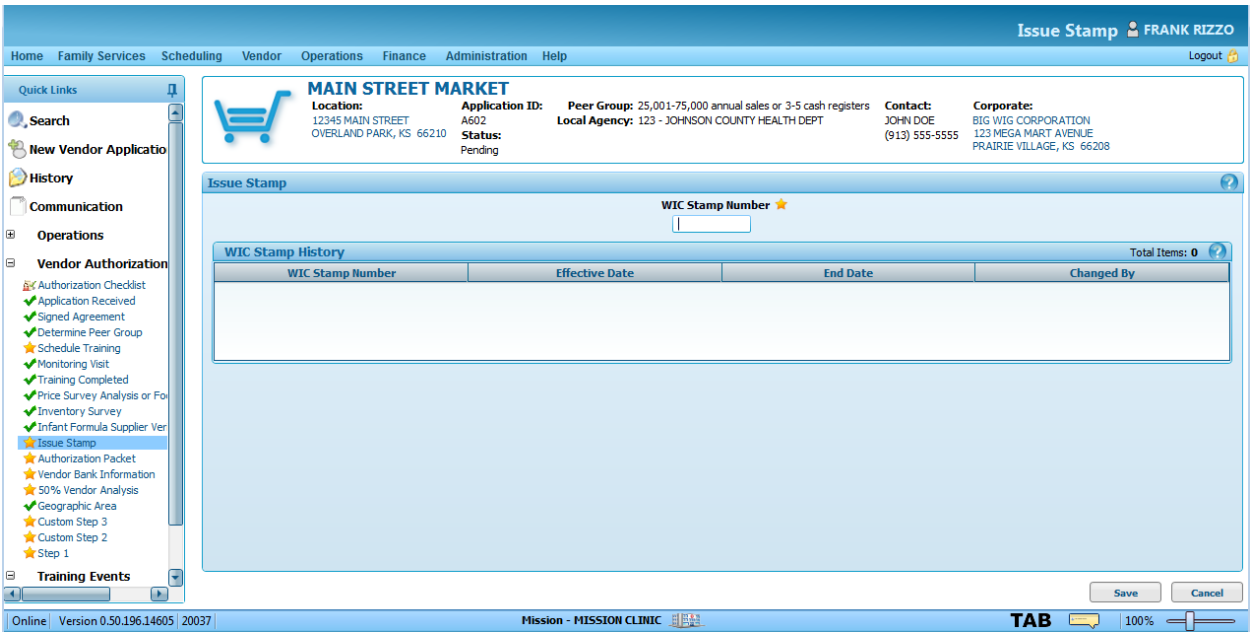
2. Enter or select the **Finish Date**.
3. Enter a **Comment**, if necessary.
4. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



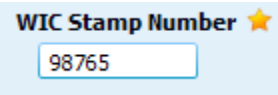
Task J. Issuing a Stamp

Complete the following steps to perform this task:

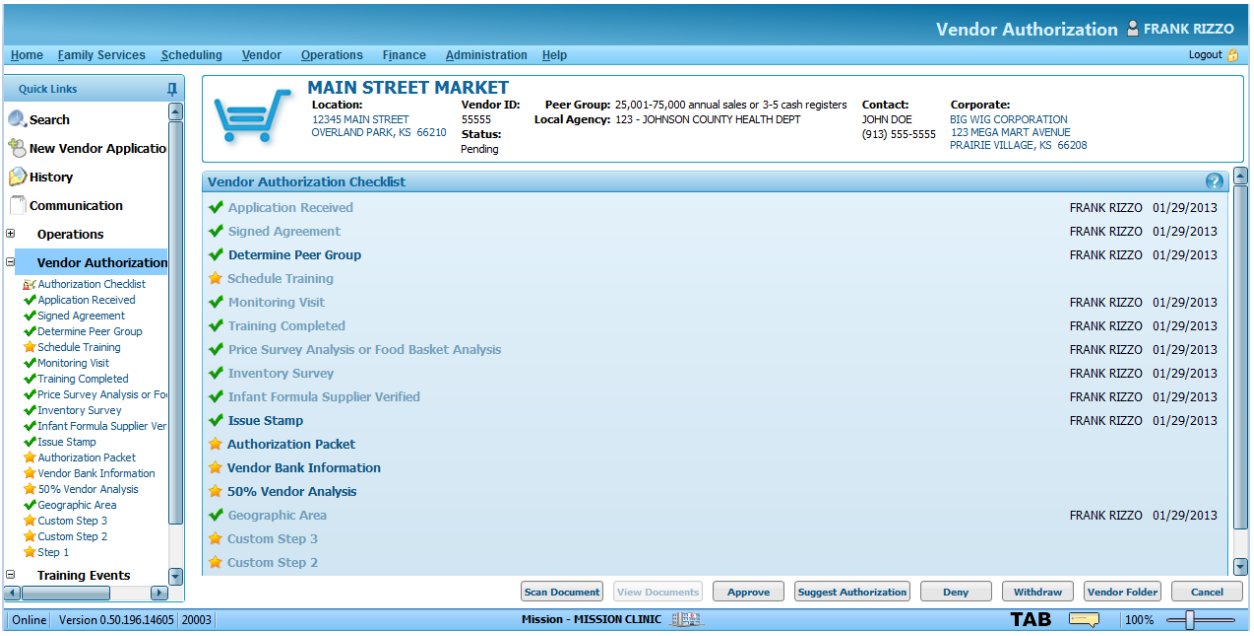
1. Go to the **Quick Links → Vendor Authorization → Issue Stamp**. The **Issue Stamp** screen displays.



2. Enter the **WIC Stamp Number**.



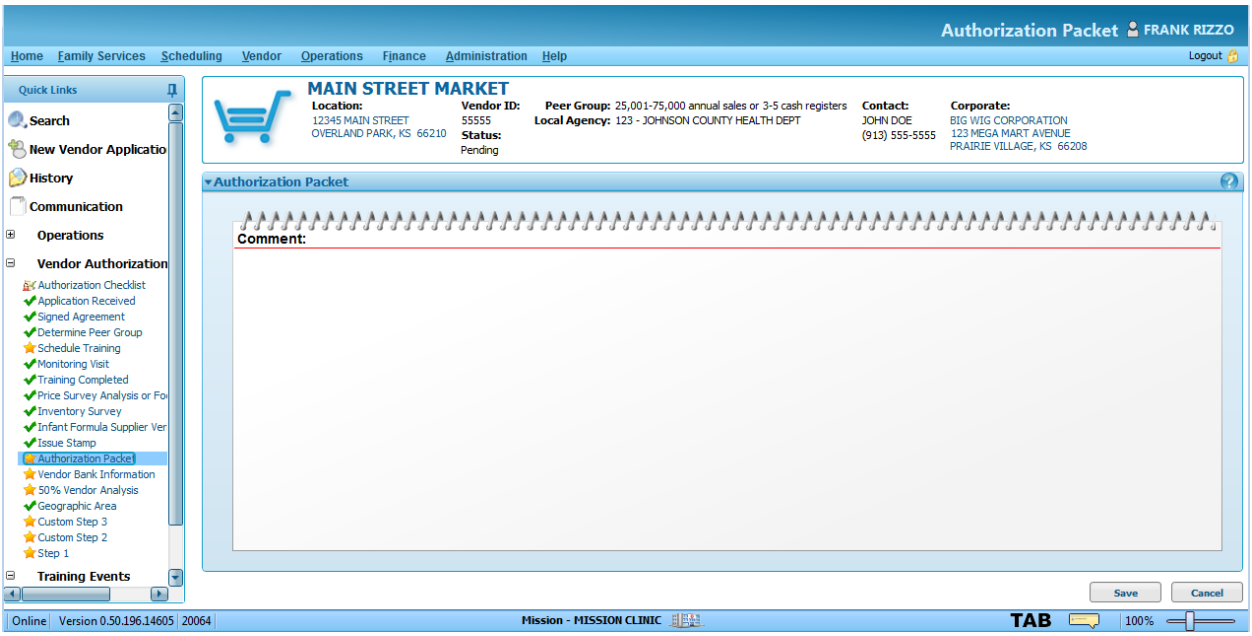
3. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



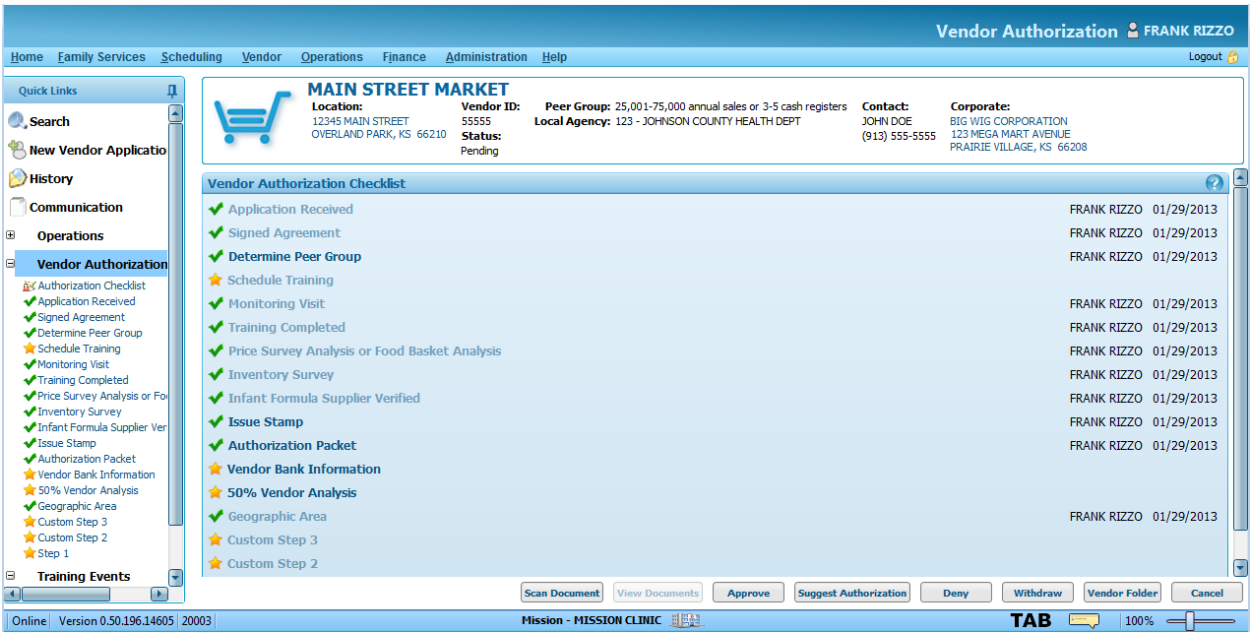
Task K. Creating an Authorization Packet

Complete the following steps to perform this task:

1. Go to the **Quick Links → Vendor Authorization →Authorization Packet**. The **Authorization Packet** screen displays.



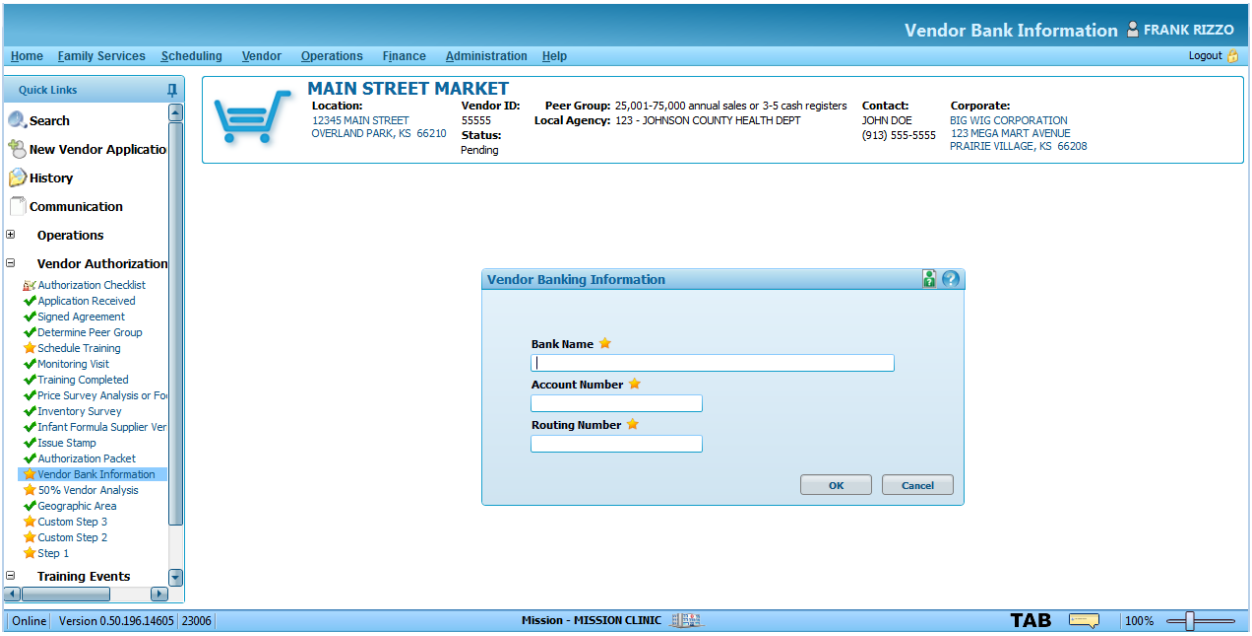
2. Enter a **Comment**.
3. Click **Save**. A status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



Task L. Adding Vendor Bank Information

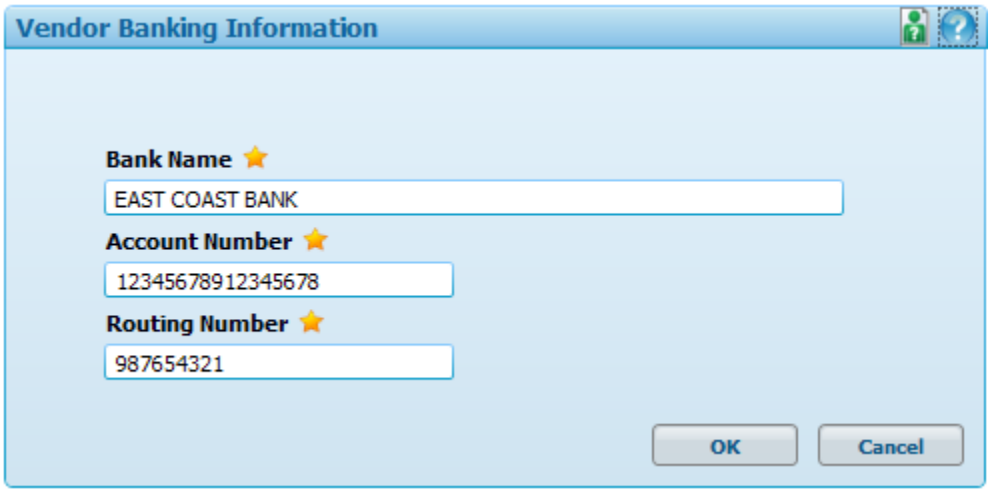
Complete the following steps to perform this task:

1. Go to the **Quick Links → Vendor Authorization → Vendor Bank Information**. The **Vendor Bank Information** screen displays.

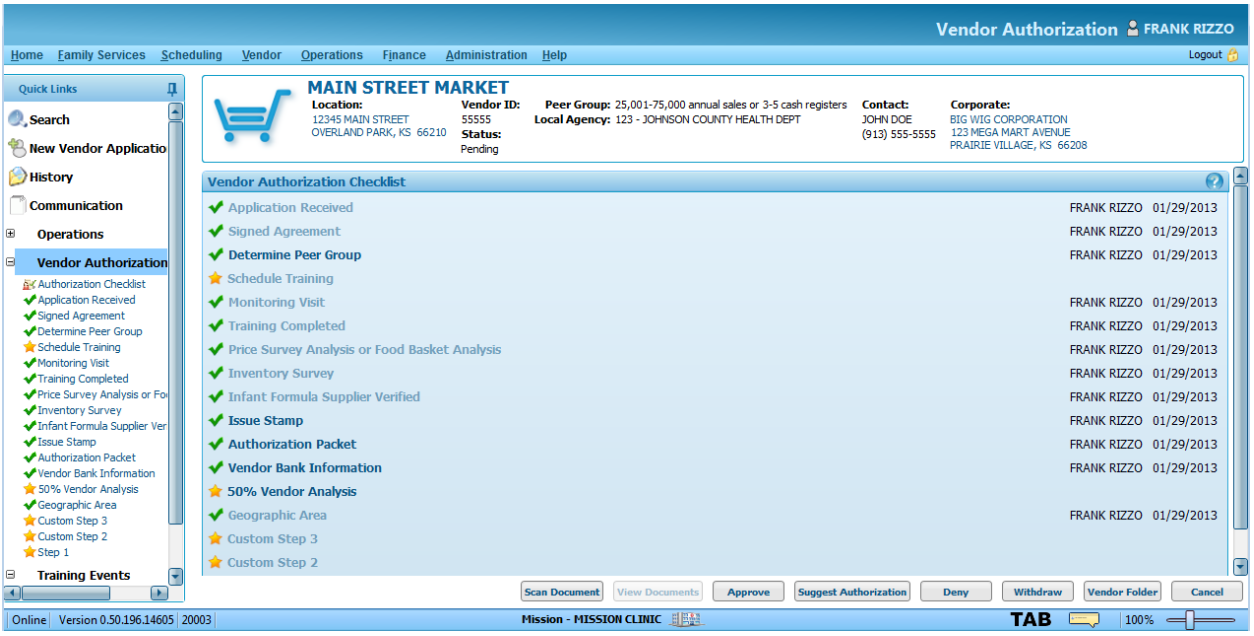


2. Under **Vendor Banking Information**, complete the following:

   - Enter the **Bank Name**.
   - Enter the **Account Number**.
   - Enter the **Routing Number**.



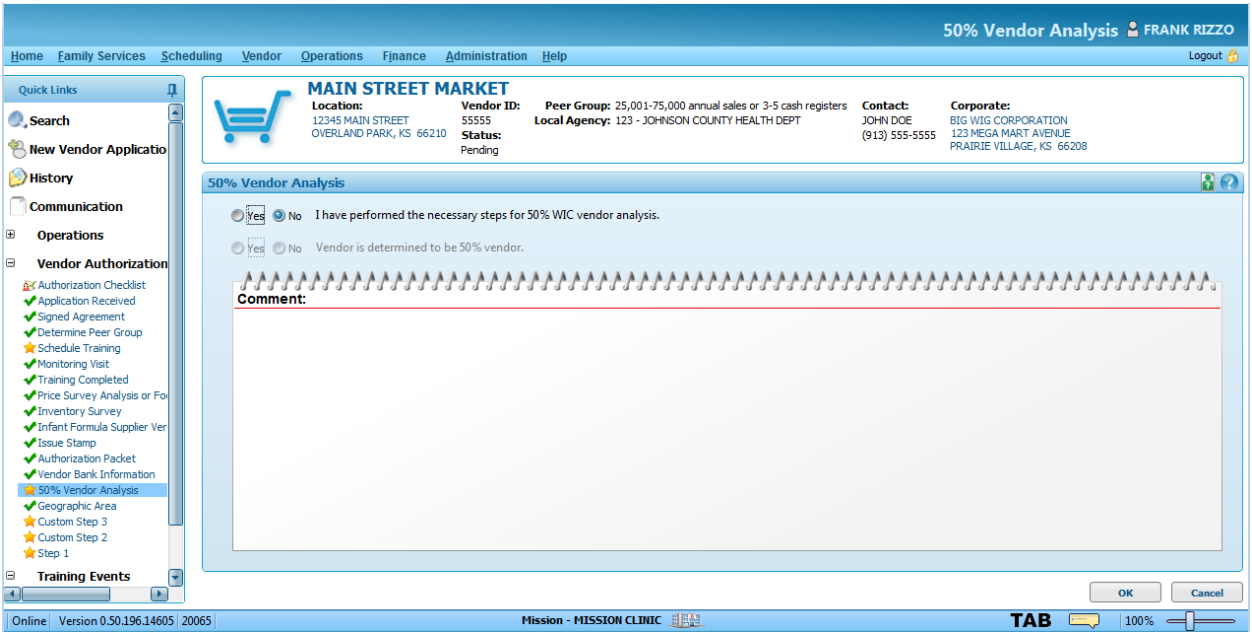
3. Click **OK**. The status message displays indicating the vendor bank information save was successful. The screen refreshes and returns to the **Vendor Authorization** screen.



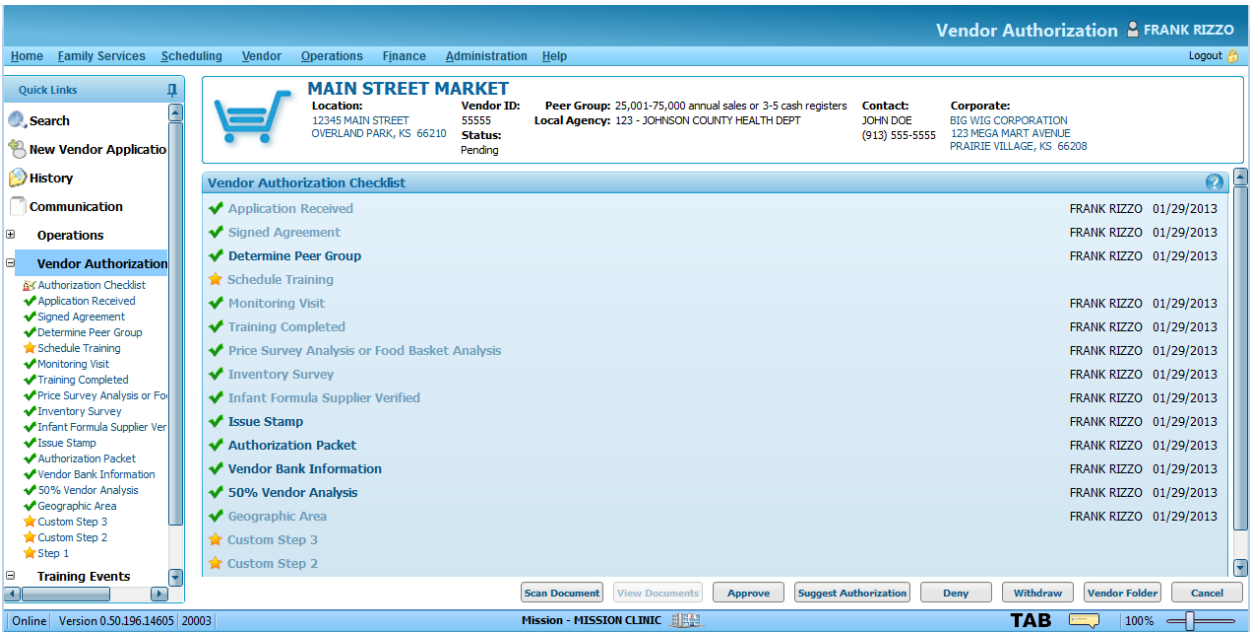
Task M. Completing a 50% Vendor Analysis

Complete the following steps to perform this task:

1. Go to the **Quick Links → Vendor Authorization → 50% Vendor Analysis**. The **50% Vendor Analysis** screen displays.



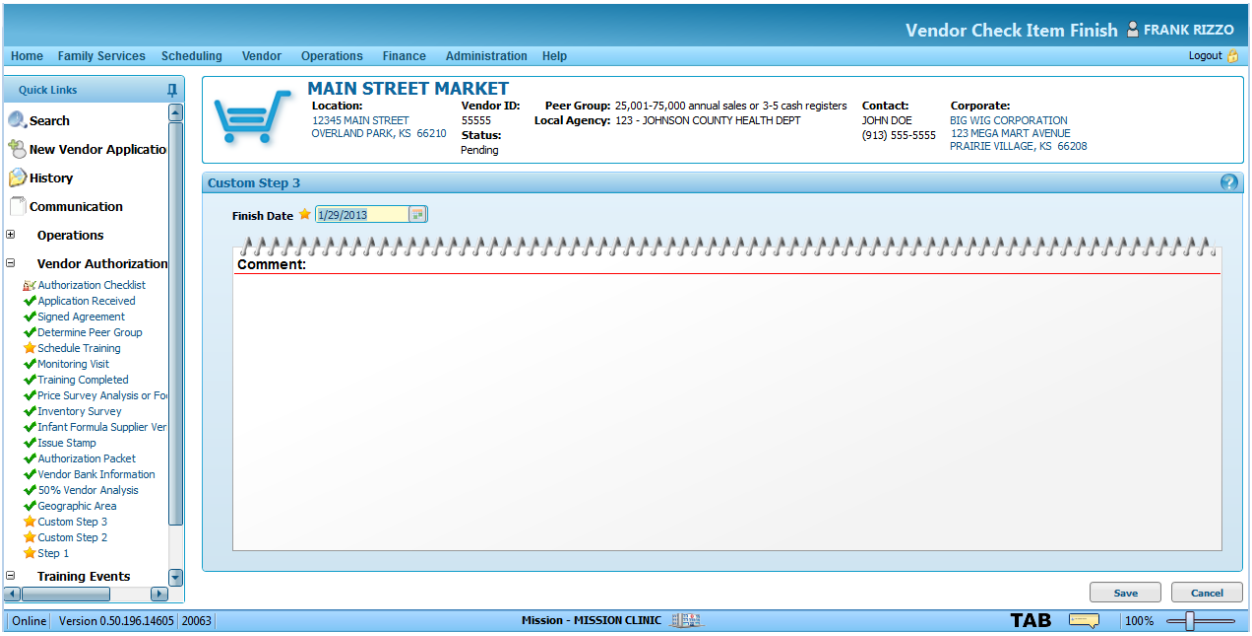
2. Under **50% Vendor Analysis**, select **Yes** or **No** in response to **I have performed the necessary steps for 50% WIC vendor analysis**.
3. If you selected **Yes** in response to **I have performed the necessary steps for 50% WIC vendor analysis**, the **Vendor is determined to be a 50% vendor** selection options are enabled. Select **Yes** or **No**.
4. Enter a **Comment**.
5. Click **OK**. The status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.



Task N. Completing One or More Custom Steps

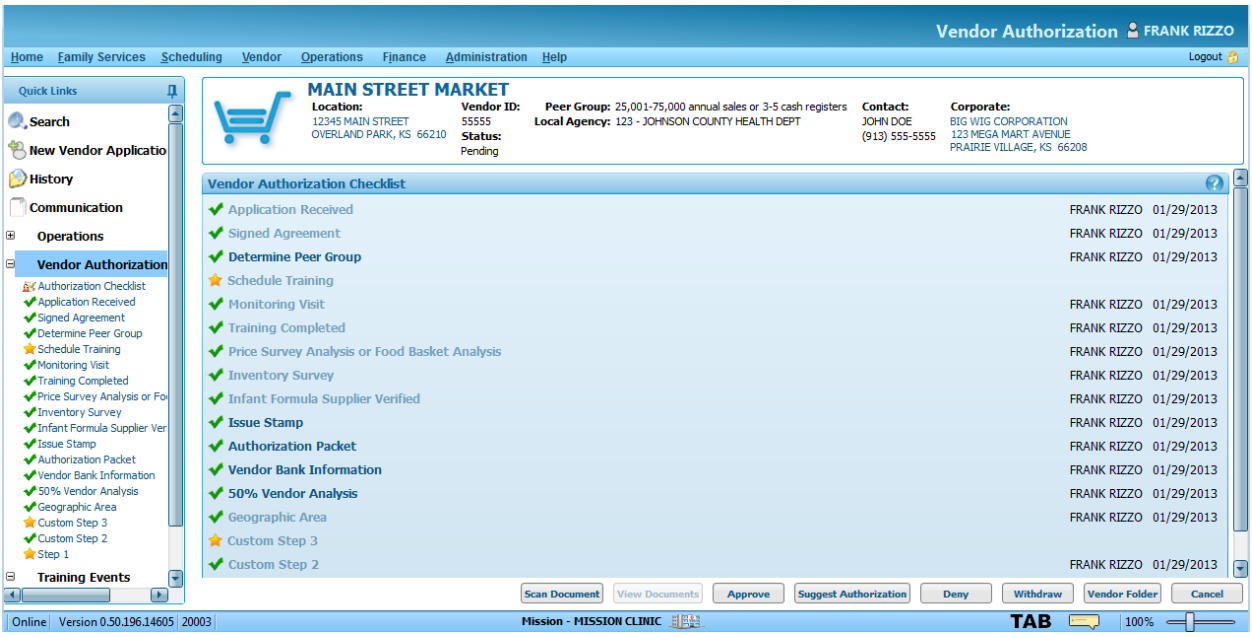
Complete the following steps to perform this task:

1. Go to the **Quick Links → Vendor Authorization → Custom Step 1**, **2**, or **3**. The **Vendor Check Item Finish** screen displays.



Custom Steps 1, 2, and 3 enable the ability to document additional user defined tasks.

2. Enter or select the **Finish Date**.
3. Enter a **Comment**.
4. Click **Save**. The status message displays indicating success. You are returned to the **Vendor Authorization** screen and the **Vendor Authorization Checklist** is updated.

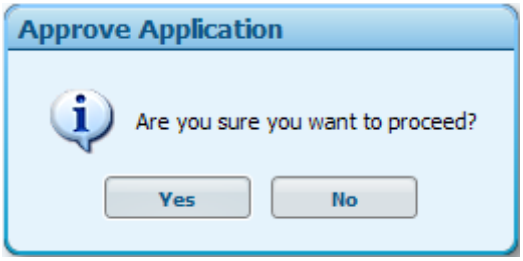


Repeat the steps outlined in this Task for every Custom Step of the authorization process.

Task O. Approving the Vendor

Complete the following steps to perform this task:

1. While still on the **Vendor Authorization** screen, click **Approve**. A confirmation screen displays.

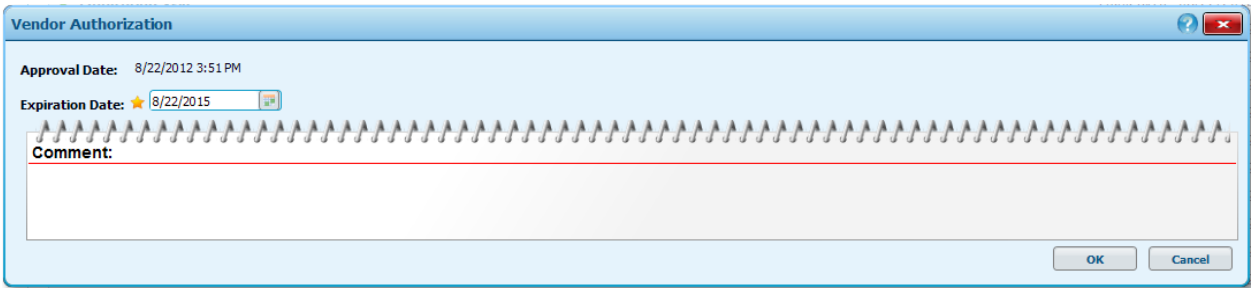


Click **Suggest Authorization** if you do not have the permissions to approve a vendor. A message is sent to appropriate WIC staff.

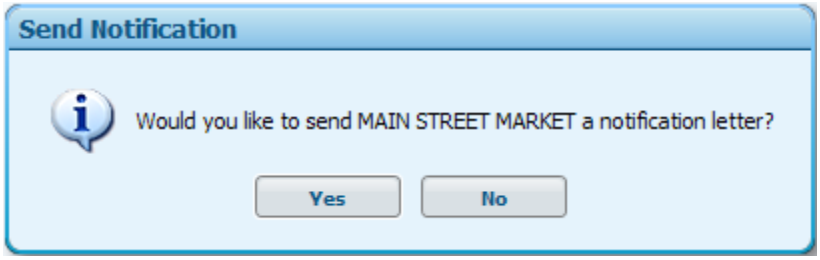
Click **Deny** to deny the application.

Click **Withdraw** to withdraw the application and end the authorization process.

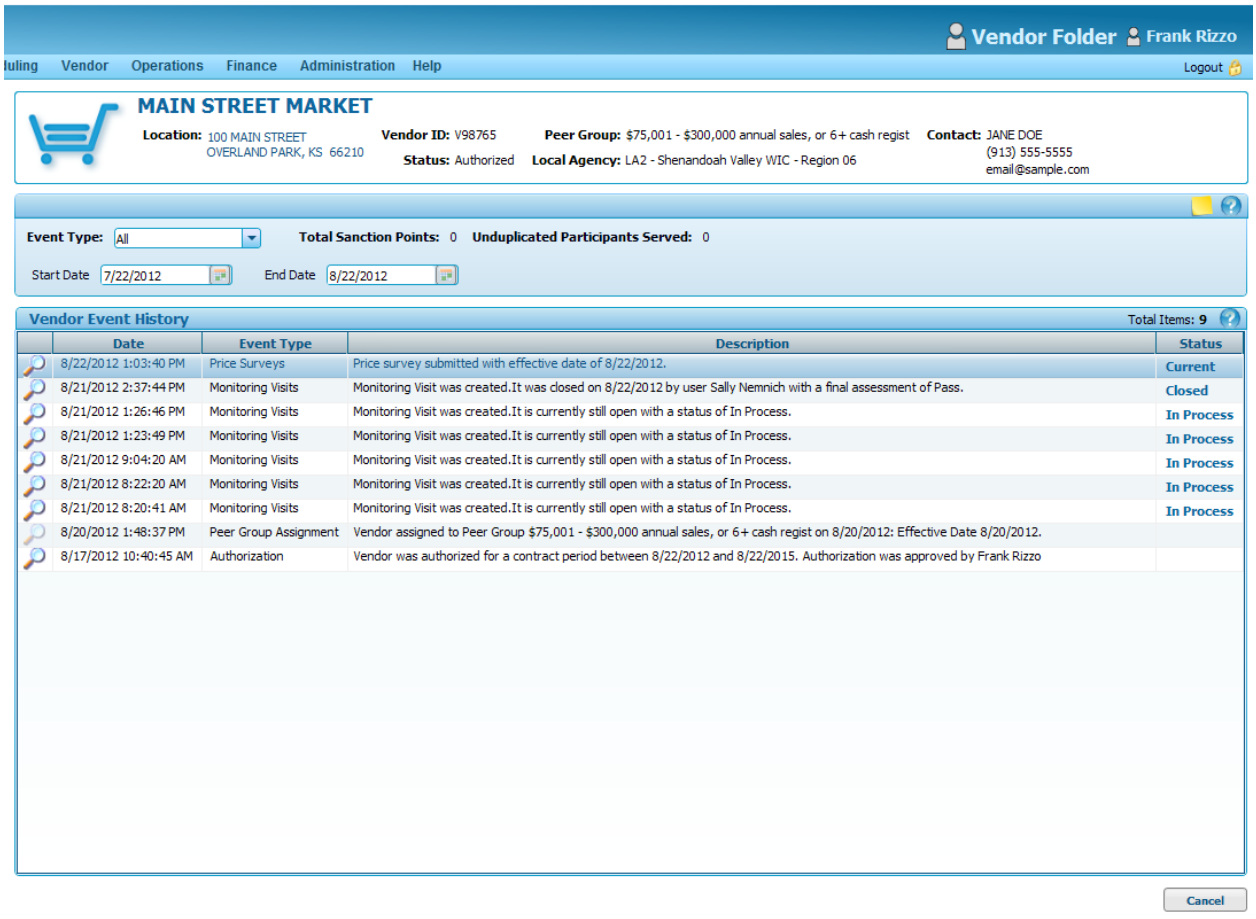
2. Click **Yes** to approve the application. The **Vendor Authorization** screen displays.



3. Enter or select the **Expiration Date**.
4. Enter a **Comment**, as necessary.
5. Click **OK**. The **Send Notification** screen displays.



6. Once the notification process is complete, you are directed to the vendor's folder and the status of the vendor is set to authorized.


Vendor Folder
Frank Rizzo
luling
Vendor
Operations
Finance
Administration
Help
Logout
MAIN STREET MARKET
Location: 100 MAIN STREET
OVERLAND PARK, KS 66210
Vendor ID: V98765
Status: Authorized
Peer Group: $75,001 - $300,000 annual sales, or 6+ cash regist
Local Agency: LA2 - Shenandoah Valley WIC - Region 06
Contact: JANE DOE
(913) 555-5555
email@sample.com
Event Type: All
Total Sanction Points: 0
Unduplicated Participants Served: 0
Start Date 7/22/2012
End Date 8/22/2012
Vendor Event History
Total Items: 9
Date
Event Type
Description
Status
8/22/2012 1:03:40 PM
Price Surveys
Price survey submitted with effective date of 8/22/2012.
Current
8/21/2012 2:37:44 PM
Monitoring Visits
Monitoring Visit was created.It was closed on 8/22/2012 by user Sally Nemnich with a final assessment of Pass.
Closed
8/21/2012 1:26:46 PM
Monitoring Visits
Monitoring Visit was created.It is currently still open with a status of In Process.
In Process
8/21/2012 1:23:49 PM
Monitoring Visits
Monitoring Visit was created.It is currently still open with a status of In Process.
In Process
8/21/2012 9:04:20 AM
Monitoring Visits
Monitoring Visit was created.It is currently still open with a status of In Process.
In Process
8/21/2012 8:22:20 AM
Monitoring Visits
Monitoring Visit was created.It is currently still open with a status of In Process.
In Process
8/21/2012 8:20:41 AM
Monitoring Visits
Monitoring Visit was created.It is currently still open with a status of In Process.
In Process
8/20/2012 1:48:37 PM
Peer Group Assignment
Vendor assigned to Peer Group $75,001 - $300,000 annual sales, or 6+ cash regist on 8/20/2012: Effective Date 8/20/2012.
8/17/2012 10:40:45 AM
Authorization
Vendor was authorized for a contract period between 8/22/2012 and 8/22/2015. Authorization was approved by Frank Rizzo
Cancel

Congratulations!

You have successfully completed the **Quick Links: Vendor Authorization** process.

4- MAINTAIN CUSTOMER SERVICE ISSUES

Maintain Customer Service Issues

This scenario explains the process of maintaining vendor related customer service issues. A vendor related issue is one of several types of issues that can be maintained as part of the overall customer service issue process.

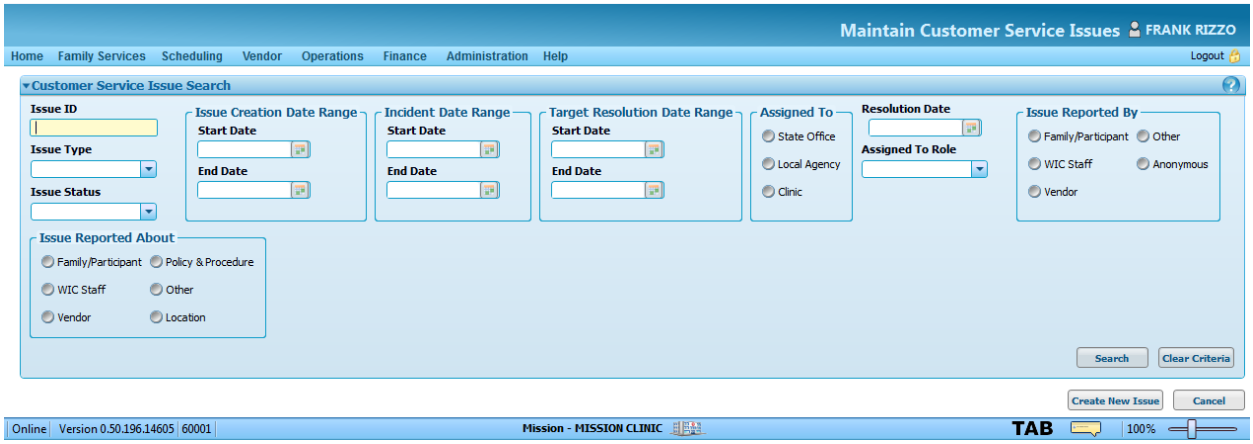
This process includes the following task(s):

Task A. Adding Vendor Related Customer Service Issues..... 4-2
Task B. Assigning Customer Service Issues..... 4-8
Task C. Searching for Customer Service Issues..... 4-10
Task D. Editing Customer Service Issues..... 4-14

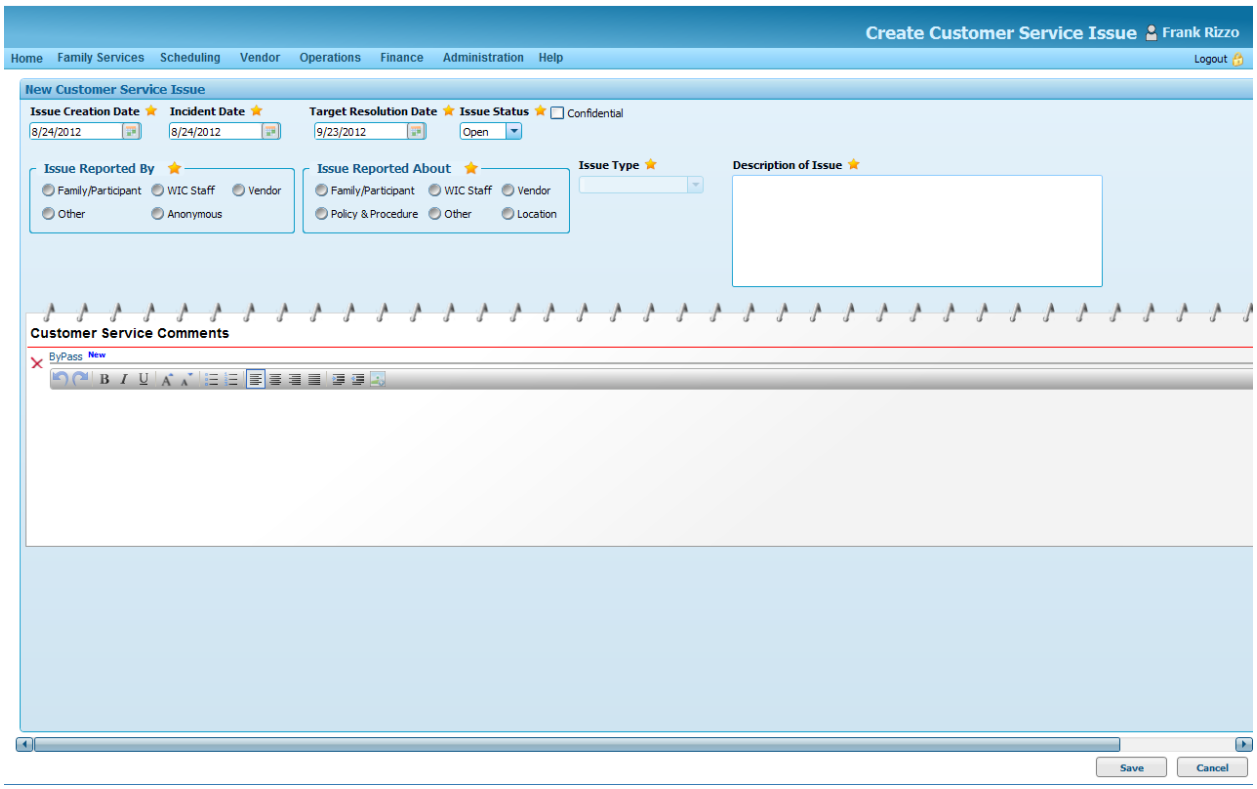
Task A. Adding Vendor Related Customer Service Issues

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Maintain Customer Service Issues**. The **Maintain Customer Service Issues** screen displays.



2. Click **Create New Issue**. The **Create Customer Service Issue** screen displays.



3. Complete the **Create Customer Service Issue** screen by completing the following:

- Enter or select the **Issue Creation Date**.
- Enter or select the **Incident Date**.

The current system date is entered by default for both the Issue Creation Date and the Incident Date.

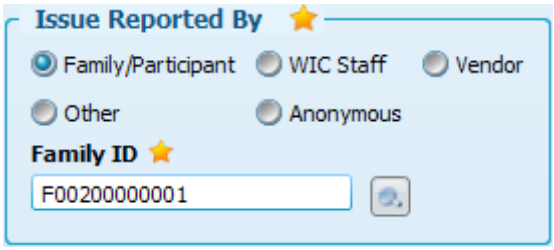
- Enter or select the **Target Resolution Date**.

The Target Resolution Date is set to the current system date plus 30 days by default.

- Enter or select the **Issue Status**.
- Select the **Confidential** check box, if necessary.

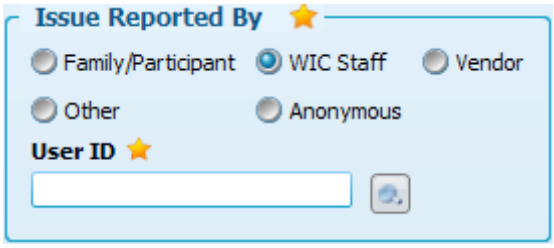
Select this option if this issue is of a confidential nature.

- Within the **Issue Reported by** group box, select one of the following:
  - **Family/Participant**
    - When selected, the **Family ID** field displays as a required field.

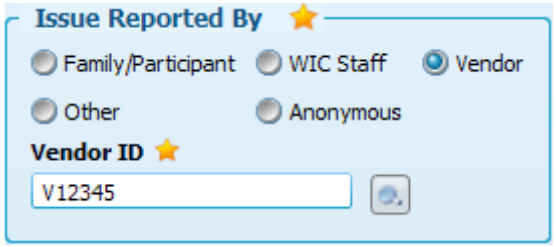


Use the Search button ( ) to find a person or vendor if the ID is not known.

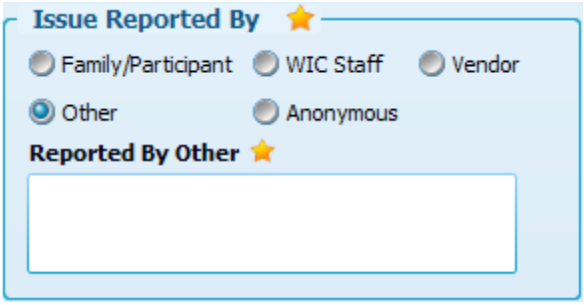
  - **WIC Staff**
    - When selected, the **User ID** field displays as a required field.



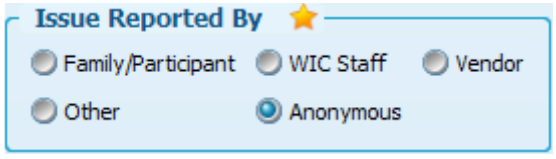
  - **Vendor**
    - When selected, the **Vendor ID** field displays as a required field.



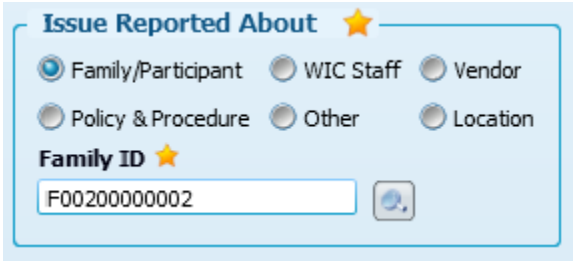
- **Other**
  - When selected, the **Reported By Other** field displays as a required field.



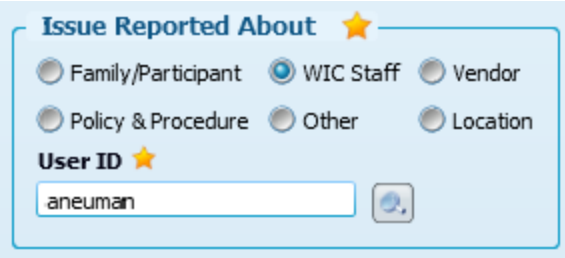
- **Anonymous**
  - When selected, no other additional information is required.



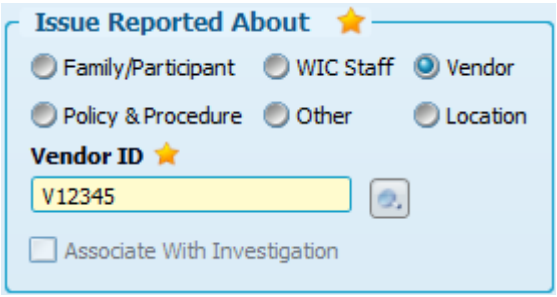
- **Issue Reported About**
  - **Family/Participant**
    - When selected, the **Family ID** field displays as a required field.



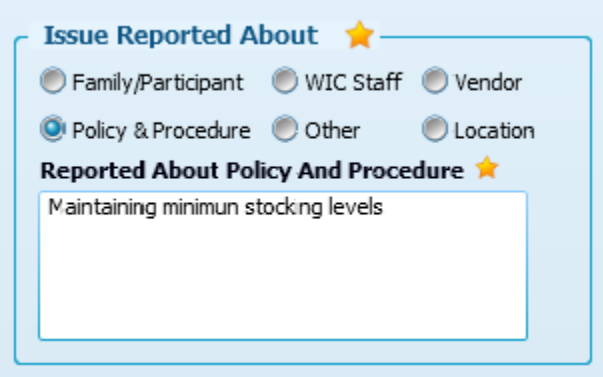
  - **WIC Staff**
    - When selected, the **User ID** field displays as a required field.



- **Vendor**
  - When selected, the **Vendor ID** field displays as a required field.

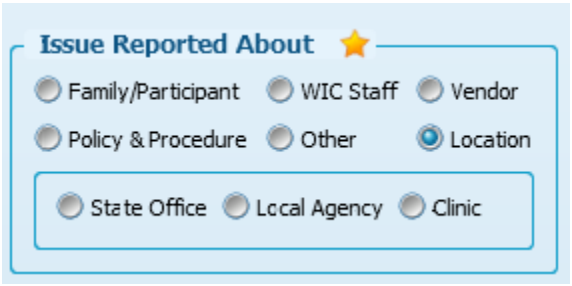


- **Policy & Procedure**
  - When selected, the **Reported About Policy And Procedure** field displays as a required field.

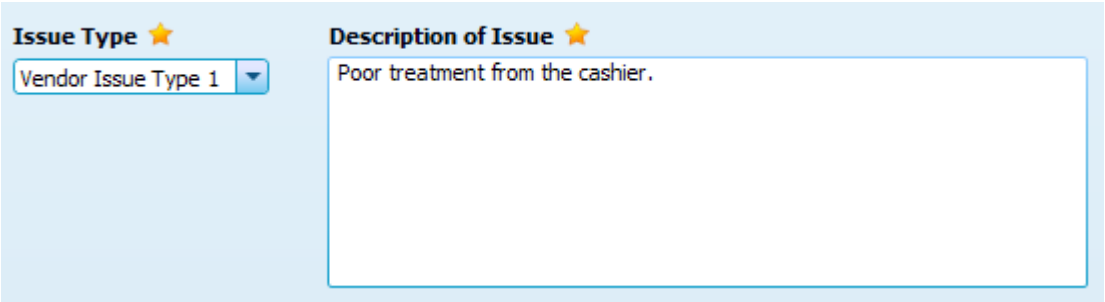


- **Other**
  - When selected, the **Reported About Other** field displays as a required field.

- **Location**
  - When selected, the **Location** field displays as a required field.

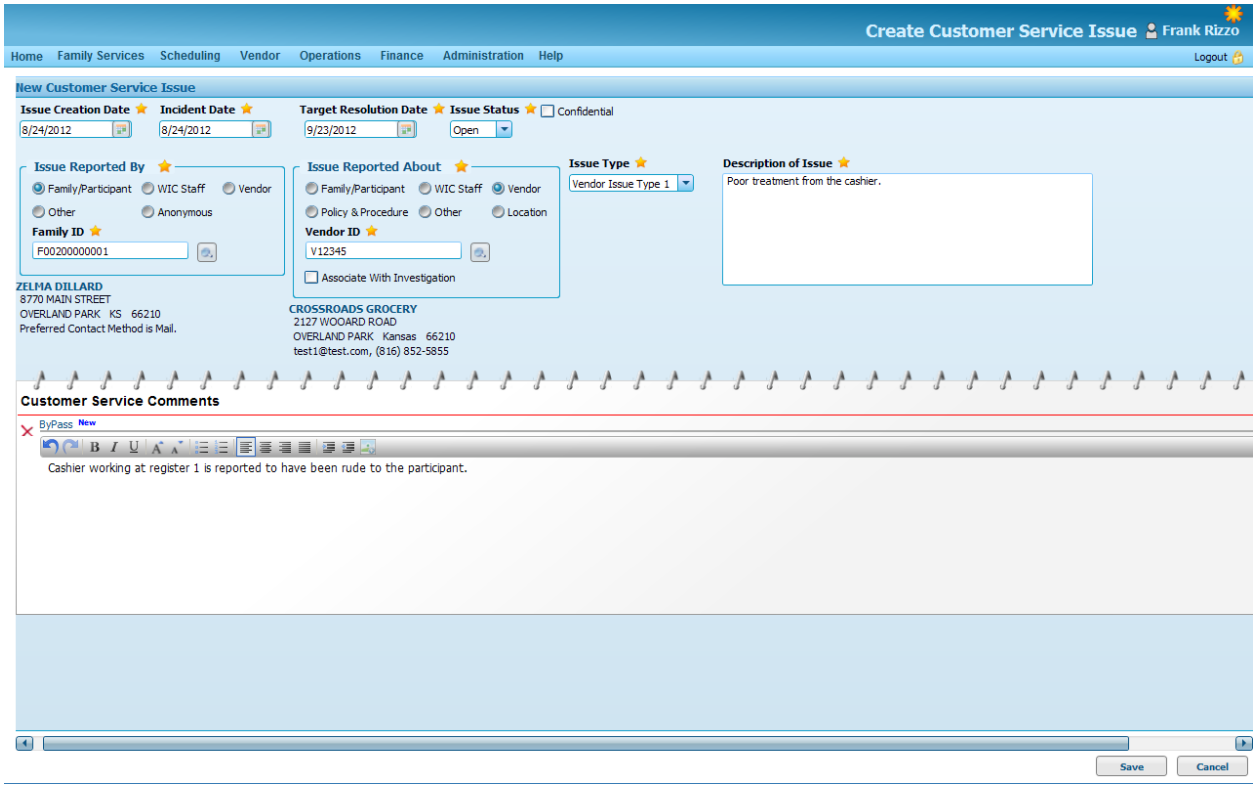


- Enter or select the **Issue Type**.
- Enter a description of the issue in **Description of Issue**.

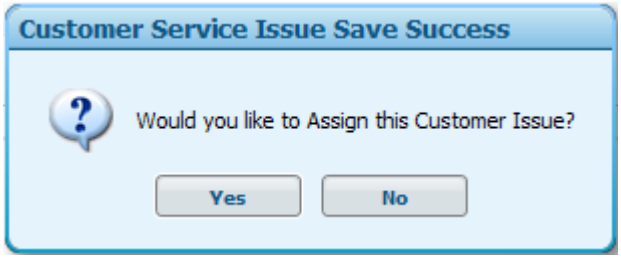


The Issue Type values available for selection are based on the Issue Reported About user selection.

- Enter **Comments**, as necessary.



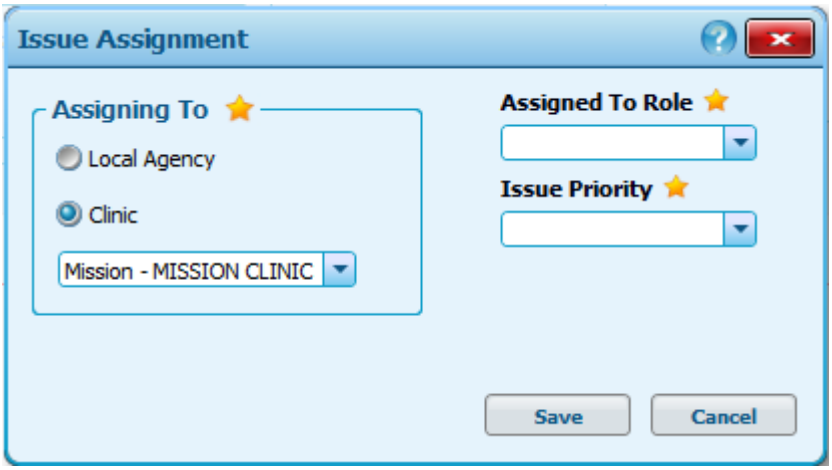
4. Once the screen is completed, click **Save**. The **Customer Service Issue Save Success** screen displays.



Task B. Assigning Customer Service Issues

Complete the following steps to perform this task:

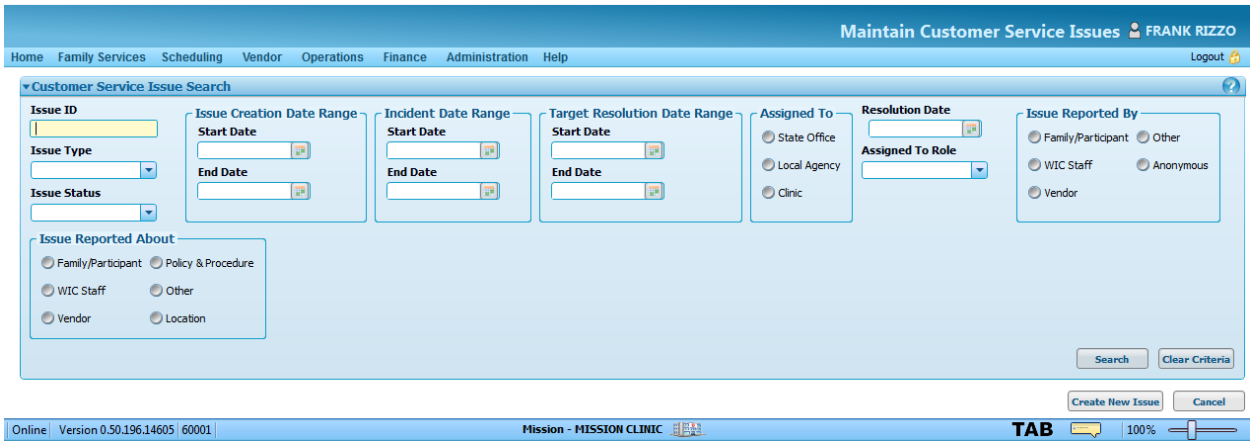
1. While the **Customer Service Issue Save Success** screen is displayed, click **Yes** to assign the customer service issue. The **Issue Assignment** screen displays.



The process of assigning customer service issues can be completed after the initial entry of an issue or during the editing process.

If No is selected, the new issue is created but is not assigned to an agency or clinic.

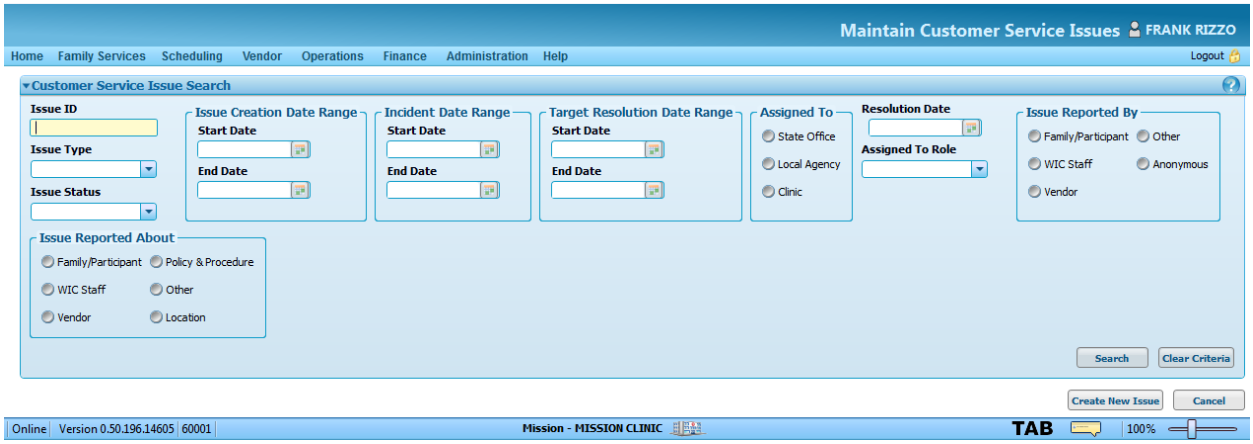
2. Complete the **Assigning To** group box by selecting one of the following:
   - **Local Agency**
   - **Clinic**
3. Select the **Assigned To Role**.
4. Select the **Issue Priority**.
5. Click **Save**. A status message displays indicating success. You are returned to the **Maintain Customer Service Issues** screen.



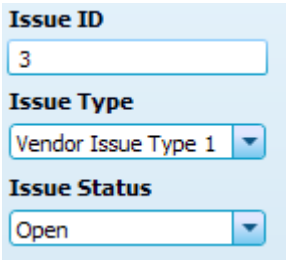
Task C. Searching for Customer Service Issues

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor** → **Maintain Customer Service Issues**. The **Maintain Customer Service Issues** screen displays.



2. Under **Customer Service Issue Search**, complete one or more of the following criteria:
   - Enter an **Issue ID**.
   - Select an **Issue Type**.
   - Select an **Issue Status**.

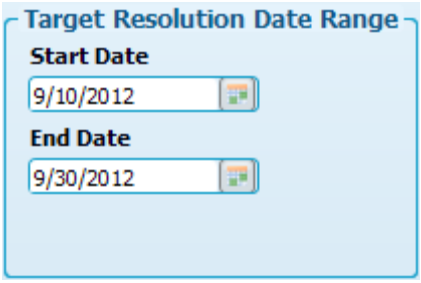


3. Within **Issue Creation Date Range**, enter or select the following:
   - Enter or select a **Start Date**.
   - Enter or select an **End Date**.

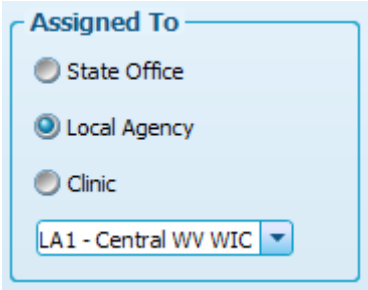
The Start Date defaults to Today's Date.

4. Within **Incident Date Range**, enter or select the following:
   - Enter or select a **Start Date**.
   - Enter or select an **End Date**.

5. Within **Target Resolution Date Range**, enter or select the following:
   - Enter or select a **Start Date**.
   - Enter or select an **End Date**.

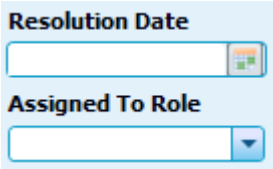


6. Within **Assigned To**, select one of the following:
   - **State Office**
   - **Local Agency**
   - **Clinic**

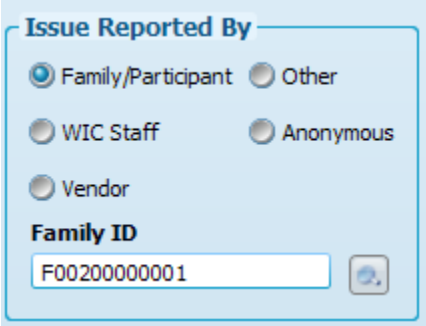


If an Assigned To option is selected for the search, use the associated drop down list to further refine search criteria.

7. Enter or select a **Resolution Date**.
8. Enter or select an **Assigned To Role** option.

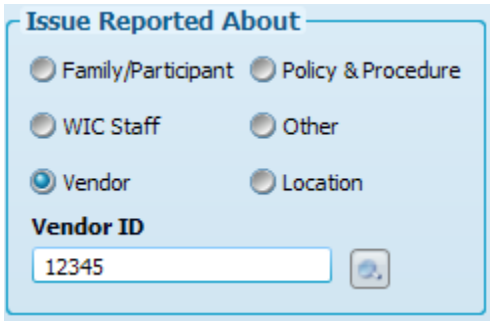


9. Under **Issue Reported By**, select one of the following:
   - **Family/Participant**
   - **Other**
   - **WIC Staff**
   - **Anonymous**
   - **Vendor**

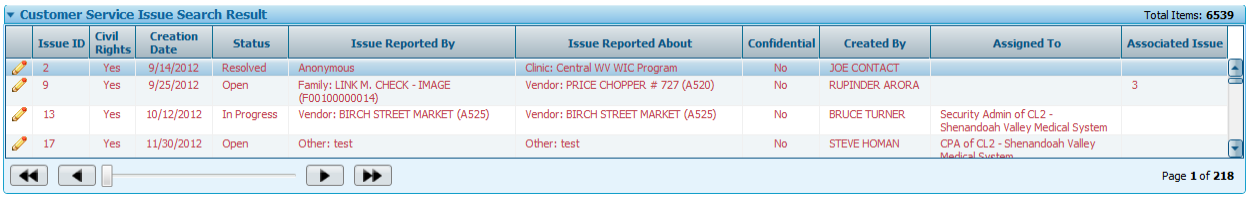


10. Under **Issue Reported About**, select one of the following:

- **Family/Participant**
- **Policy & Procedure**
- **WIC Staff**
- **Other**
- **Vendor**
- **Location**



11. Click **Search**. The results of the search are displayed in the **Customer Service Issue Search Result** grid.


Customer Service Issue Search Result
Total Items: 6539
Issue ID | Civil Rights | Creation Date | Status | Issue Reported By | Issue Reported About | Confidential | Created By | Assigned To | Associated Issue
2 | Yes | 9/14/2012 | Resolved | Anonymous | Clinic: Central WV WIC Program | No | JOE CONTACT
9 | Yes | 9/25/2012 | Open | Family: LINK M. CHECK - IMAGE (F00100000014) | Vendor: PRICE CHOPPER # 727 (A520) | No | RUPINDER ARORA | | 3
13 | Yes | 10/12/2012 | In Progress | Vendor: BIRCH STREET MARKET (A525) | Vendor: BIRCH STREET MARKET (A525) | No | BRUCE TURNER | Security Admin of CL2 - Shenandoah Valley Medical System
17 | Yes | 11/30/2012 | Open | Other: test | Other: test | No | STEVE HOMAN | CPA of CL2 - Shenandoah Valley
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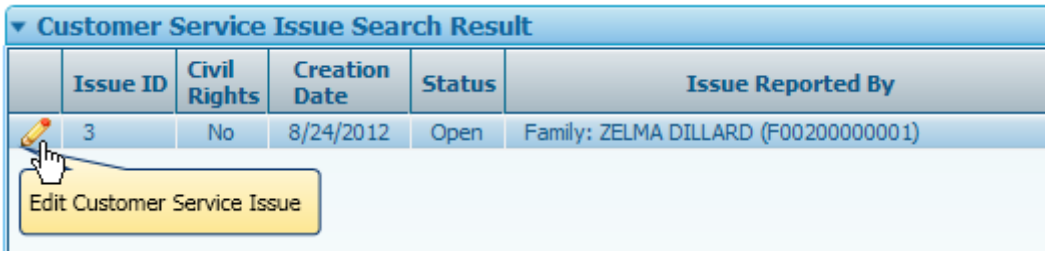
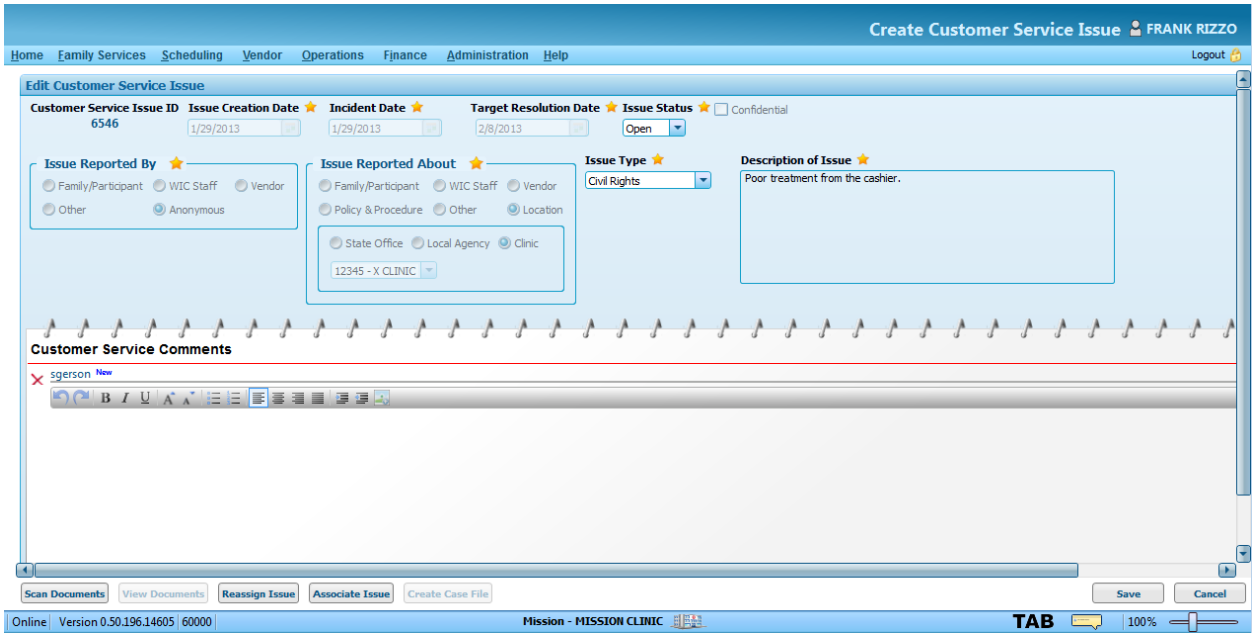
Civil Rights customer service issues display in red text.

Task D. Editing Customer Service Issues

Complete the following steps to perform this task:

1. While still on the **Maintain Customer Service Issues** screen, click the **Edit** button ( ) to edit the selected issue in the **Customer Service Issue Search Result** grid. The **Create Customer Service Issue** screen displays.





2. Edit (or add) one or more of the following, if necessary:
   - **Issue Status**
   - **Issue Type**
   - **Associate with Investigation** check box (under **Issue Reported About**)
   - **Comments**

All options are disabled and cannot be edited except for the items noted above.

Click Reassign Issue to assign the issue to another organizational level (State, Local Agency, or Clinic) and/or role.

Click Associate Issue to associate the current issue to another issue. The issue must have either the same Issue Reported By or Issue Reported About value.

Click Create Case File to create a new case file.

3. Click **Save** to save the issue after editing.

Congratulations!

You have successfully completed the **Maintain Customer Service Issues** process.

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5- NOTIFICATIONS

Notifications: Sending Vendor Mass Notification

Vendor notification may be sent via an emailed document or a printed document and may target one or multiple vendors. For vendors that have a corporate/parent, the document may be sent to the vendor, the corporate parent, or both, based on communication preferences set for each vendor. Mass notifications utilizing mail merge technology is also possible. Each emailed or printed document is retained within a message archive.

For this scenario, assume that a vendor mailing address and physical address have been entered for printed notification, and optionally a vendor email address has been entered. The physical address is required by certain delivery methods. Document templates containing any necessary mail merge identifiers are customized to meet state requirements. WIC staff has indicated a need to communicate with one or more vendors.

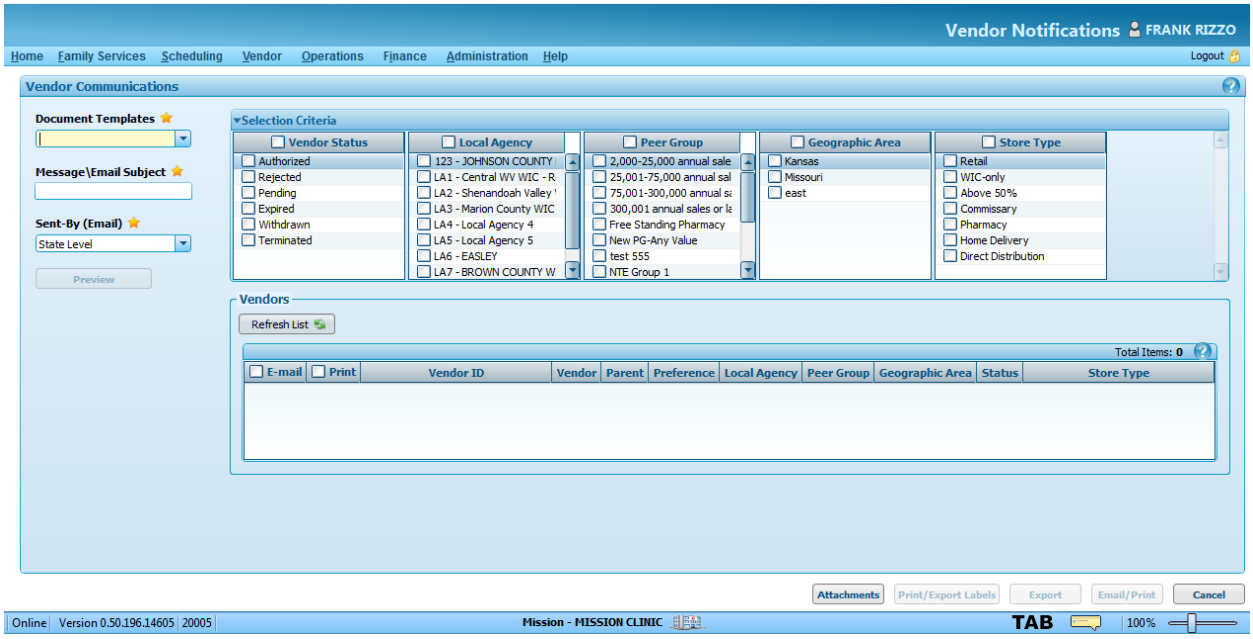
This process includes the following task(s):

Task A. Selecting the Vendors to be Included in Notification 5-2
Task B. Selecting the Document for the Notification 5-4
Task C. Selecting the Method of Notification for Each Vendor 5-5
Task D. Adding Attachments 5-6
Task E. Sending Notifications 5-7

Task A. Selecting the Vendors to be Included in Notification

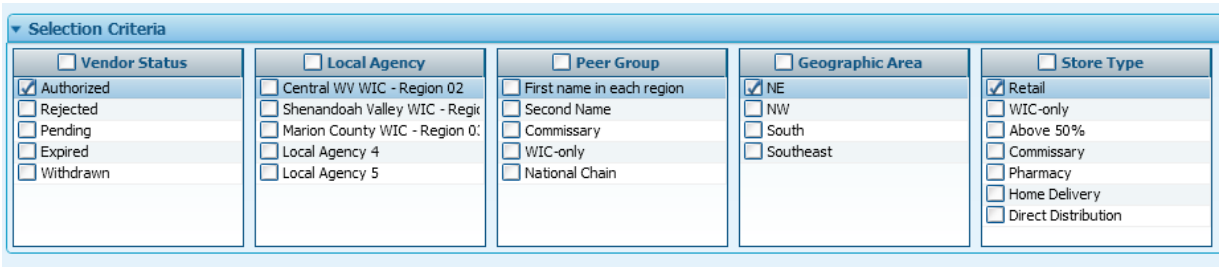
Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Notifications**. The **Vendor Notifications** screen displays.



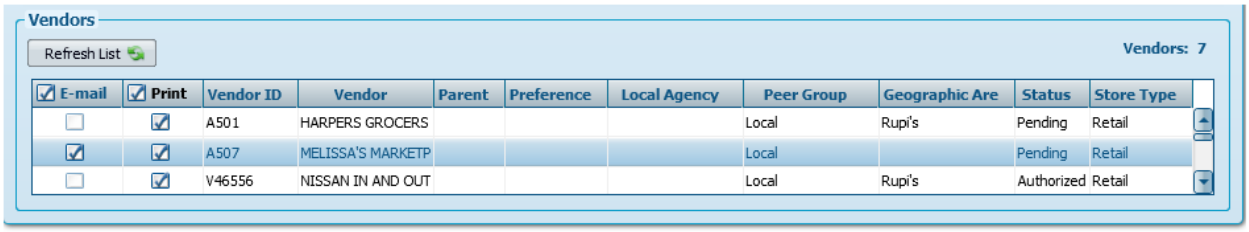
Note that the Vendor Notifications screen can be accessed from many different locations in the application. When accessed from other Vendor module screens, it resembles the notification preview, where the vendor(s) to whom the notification will be sent has been pre-determined. When accessed from the Vendor menu, users can select from a list of vendors to send the notification. Depending on the method of access, some of the following steps may not apply.

2. Use **Selection Criteria** to indicate which vendors will be sent the notification by selecting the check boxes in one or more of the criteria group boxes below:
    - **Vendor Status**
    - **Local Agency**
    - **Peer Group**
    - **Geographic Area**
    - **Store Type**



The check boxes next to the group box names can be used to select or deselect all of the items in the corresponding group box.

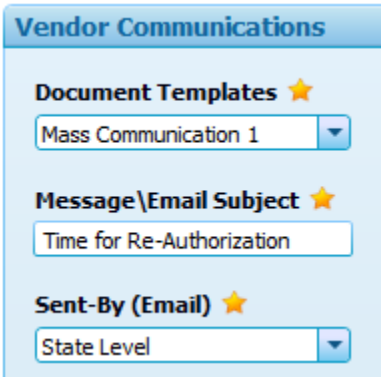
3. Under **Vendors**, click **Refresh List**. The grid will refresh and display vendor records matching the **Selection Criteria**.



Task B. Selecting the Document for the Notification

Complete the following steps to perform this task:

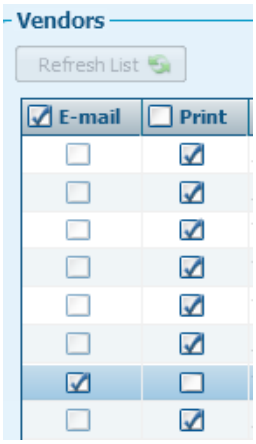
1. While still on the **Vendor Notifications** screen, under **Vendor Communications**, select the **Document Templates** from the drop down list.
2. Enter a **Message\Email Subject**.
3. Select the **Sent-By (Email)** from the drop down list.



Task C. Selecting the Method of Notification for Each Vendor

Complete the following steps to perform this task:

1. While still on the **Vendor Notifications** screen, select the **E-mail** and/or **Print** check boxes to indicate whether the notification will be sent by e-mail or physical mail.



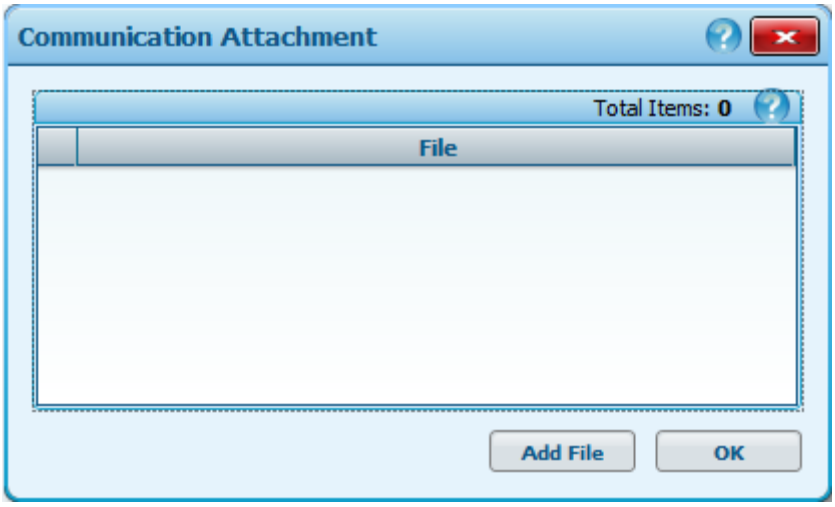
If the vendor does not have an e-mail address, the E-mail check box is disabled. If there is a parent corporation, the corporation determines if the notifications will be sent to the corporation, the vendor, or both.

Vendors with a checkmark in the Print or E-mail columns will receive the notification. If neither check box is selected, no notice will be sent to that vendor.

Task D. Adding Attachments

Complete the following steps to perform this task:

1. While still on the **Vendor Notifications** screen, click **Attachments**. The **Communication Attachment** screen displays. Use this screen to attach a file to the notification.



2. Click **Add File** to display the Windows Open screen and search for and attach a file.
3. Click **OK**. The attachment is added to the notification. The **Vendor Notifications** screen displays.

Task E. Sending Notifications

Complete the following steps to perform this task:

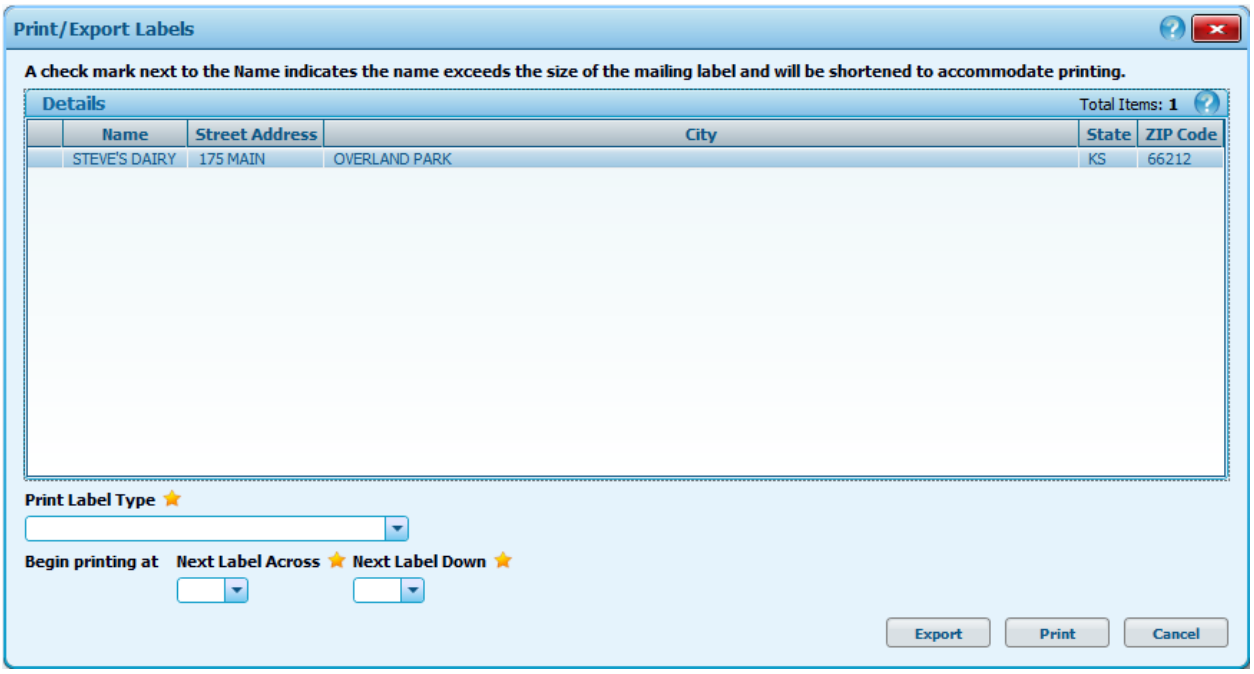
1. While still on the **Vendor Notifications** screen, click **Export** to export the notification.

When exporting a file, a Save screen displays. Select the desired file name and destination, then click Save to save the file in comma delimited (.csv) format.

2. Click **Preview** to display a preview of the selected notification template.

Additional controls above the notification preview allow you to navigate through the pages in the notification template, zoom in, zoom out, rotate the PDF file, change how the PDF file fits in the viewer, and enter text to search for in the PDF file.

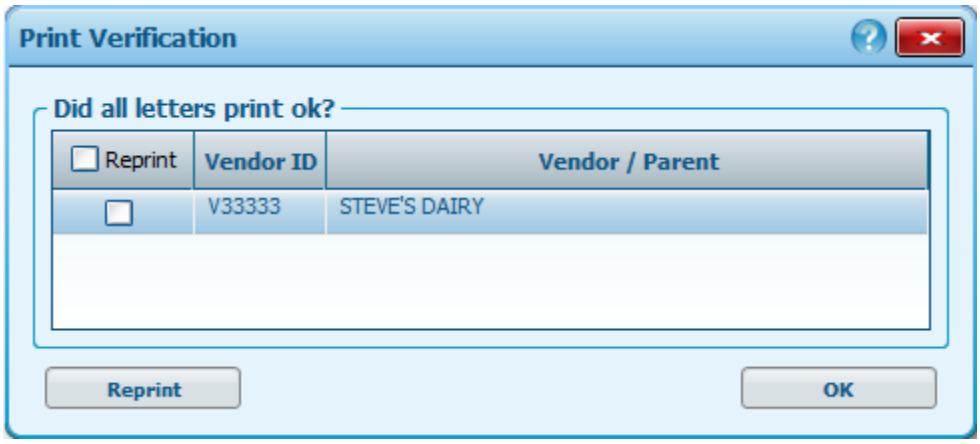
3. Click **Print/Export Labels** to display the **Print/Export Labels** screen. This screen allows you to print or export mailing labels for printed notifications.



- Select a **Print Label Type**.
- Beside **Begin print at**, select the **Next Label Across** and **Next Label Down** positions for printing.
- Click **Export** to save the mailing label as a CSV file to a desktop or network location. The Windows Create File screen displays.
- Click **Print** to create a PDF file with the mailing label information. The file can be printed or saved as needed. After clicking **Print**, the **Vendor Notifications** screen displays.

4. When ready to send, click **Email/Print** to send the vendor notification to the printer associated with your workstation and/or send an email with the notification, depending on your previous selections.

- If you selected the **E-mail** check boxes, a status message displays indicating success.
- If you selected the **Print** check boxes, the **Print Verification** screen displays.



  - If any documents failed to print correctly the first time, select the **Reprint** checkbox and click **Reprint**.
  - Click **OK**. The **Vendor Notifications** screen displays.

Congratulations!

You have successfully completed the **Notifications: Sending Vendor Mass Notification** process.

Notifications: Reauthorizing a Vendor

The application will notify an authorized vendor of upcoming contract expiration, and allows the vendor to make modifications to information and resubmit the information for reauthorization.

For this scenario we will assume that a vendor was previously authorized and in good standing. We will assume that the application has alerted WIC staff of vendors that have a contract close to expiring. This scenario shows the tasks performed by the application, the vendor, and WIC staff to complete a vendor reauthorization.

This process includes the following task(s):

Task A. Sending Notification to all Vendors Scheduled for Reauthorization..... 5-11

Task B. Alerting WIC Staff that Reauthorization Information has been Submitted5-12

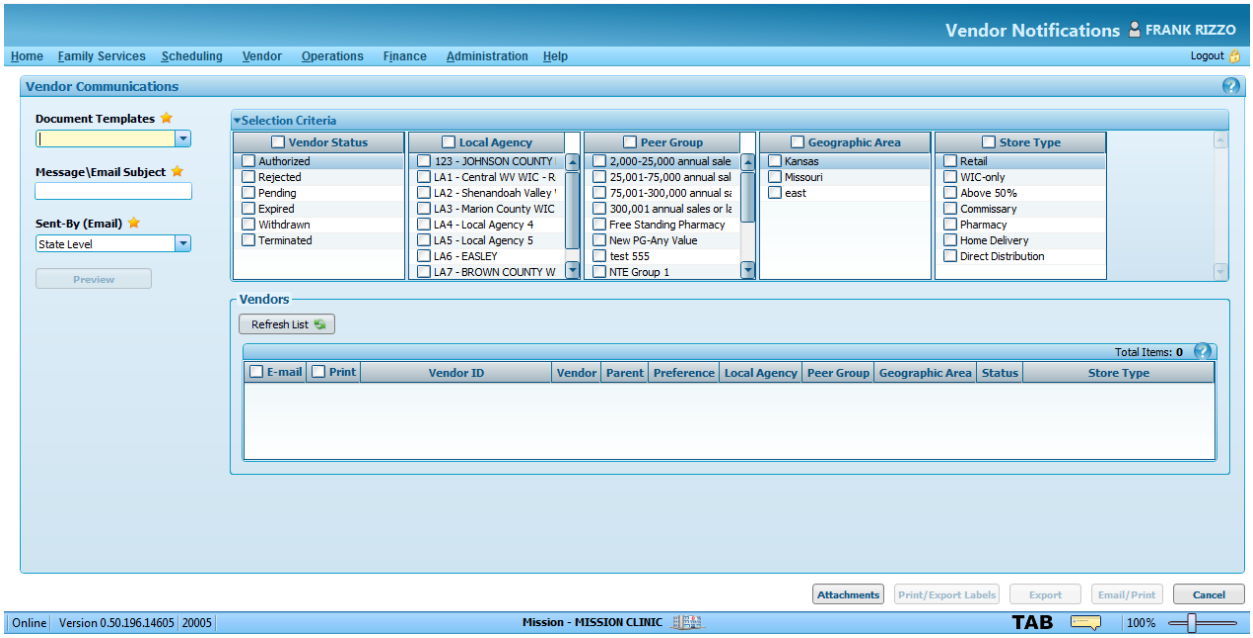
Task C. Using the Vendor Authorization Checklist..... 5-13

Task D. Approving the Re-Authorization Application..... 5-15

Task A. Sending Notification to all Vendors Scheduled for Reauthorization

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Notifications**. The **Vendor Notifications** screen displays.



The application alerts the appropriate WIC staff of vendors with a contract that is close to expiring. WIC staff will send a notification explaining what is needed for reauthorization.

2. Send a notification explaining the information required for reauthorization.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

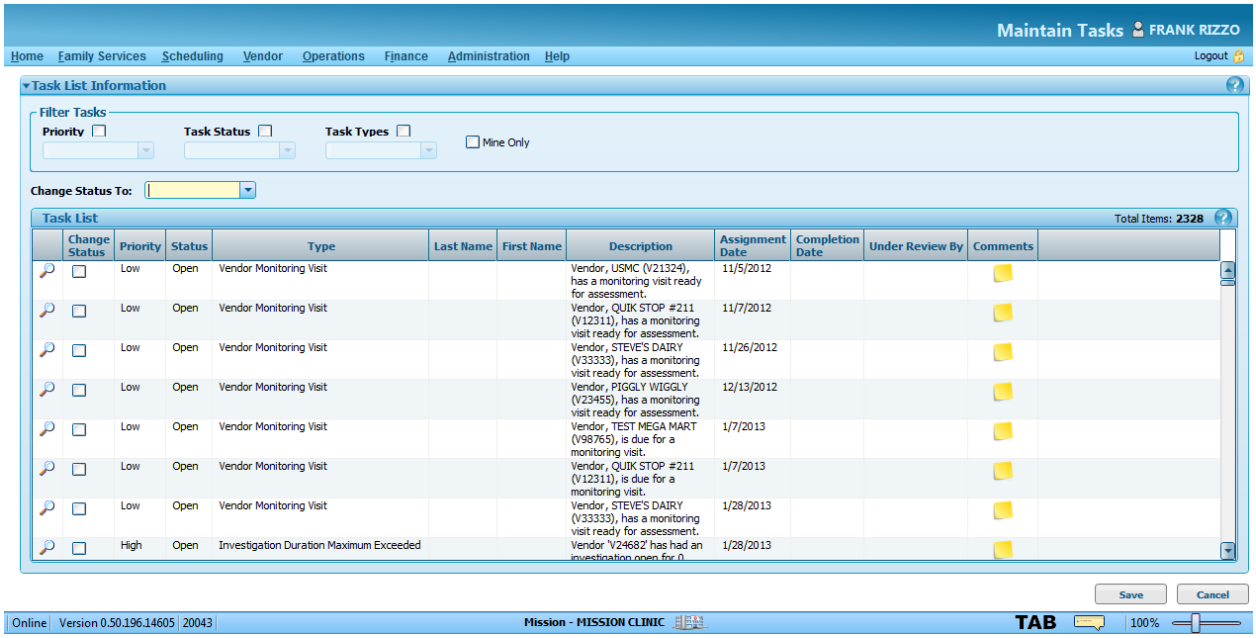
After receiving the communication, vendors access the vendor portal, update the information as necessary, and submit the information for approval.

The application sends an alert to appropriate WIC staff that Re-Authorization information has been submitted. The alert displays as a High Priority Task under Task Stats on the Vendor Dashboard.

Task B. Alerting WIC Staff that Reauthorization Information has been Submitted

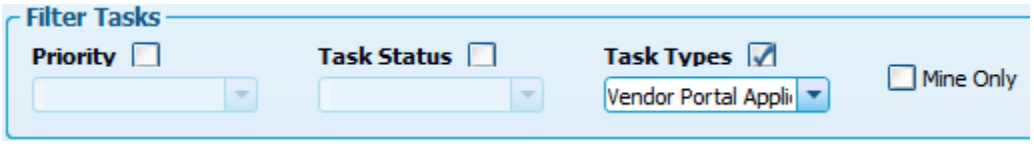
Complete the following steps to perform this task:

1. From the **Home** screen, within the **Task Stats** container, click **Show All Tasks**. The **Maintain Tasks** screen displays.


Maintain Tasks
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Task List Information
Filter Tasks
Priority
Task Status
Task Types
Mine Only
Change Status To:
Task List
Total Items: 2328
Change Status
Priority
Status
Type
Last Name
First Name
Description
Assignment Date
Completion Date
Under Review By
Comments
Low Open Vendor Monitoring Visit Vendor, USMC (V21324), has a monitoring visit ready for assessment. 11/5/2012
Low Open Vendor Monitoring Visit Vendor, QUIK STOP #211 (V12311), has a monitoring visit ready for assessment. 11/7/2012
Low Open Vendor Monitoring Visit Vendor, STEVE'S DAIRY (V33333), has a monitoring visit ready for assessment. 11/26/2012
Low Open Vendor Monitoring Visit Vendor, PIGGLY WIGGLY (V23455), has a monitoring visit ready for assessment. 12/13/2012
Low Open Vendor Monitoring Visit Vendor, TEST MEGA MART (V98765), is due for a monitoring visit. 1/7/2013
Low Open Vendor Monitoring Visit Vendor, QUIK STOP #211 (V12311), is due for a monitoring visit. 1/7/2013
Low Open Vendor Monitoring Visit Vendor, STEVE'S DAIRY (V33333), has a monitoring visit ready for assessment. 1/28/2013
High Open Investigation Duration Maximum Exceeded Vendor 'V24682' has had an 1/28/2013
Save
Cancel
Online
Version 0.50.196.14605
20043
Mission - MISSION CLINIC
TAB
100%

Only staff with the necessary permissions can process tasks such as vendor reauthorizations from the Task Stats option.

2. Under **Filter Tasks**, select one or more options to filter the items in the **Task List** grid. The grid refreshes and displays tasks matching the selected criteria.

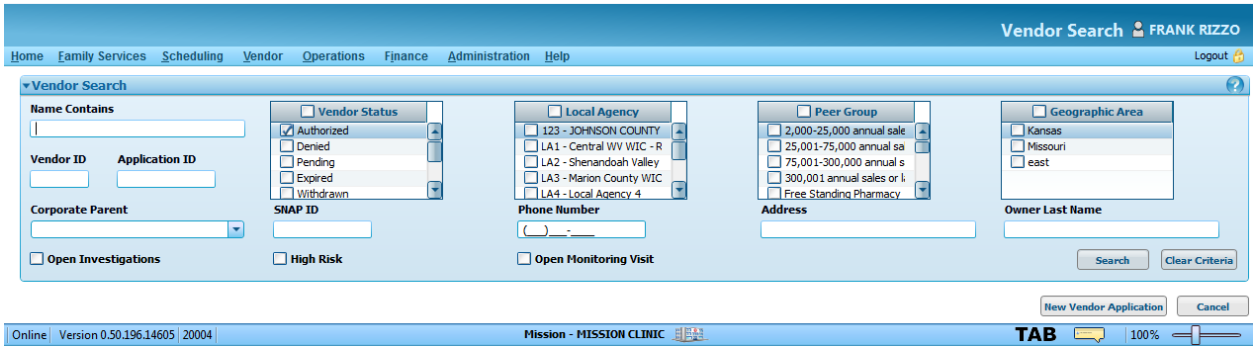


3. View the **Task List** grid and select a task that indicates an application has been submitted for reauthorization.
4. Click the **View** button (🔎) of the current selected task. The screen that displays varies by **Task Type**.

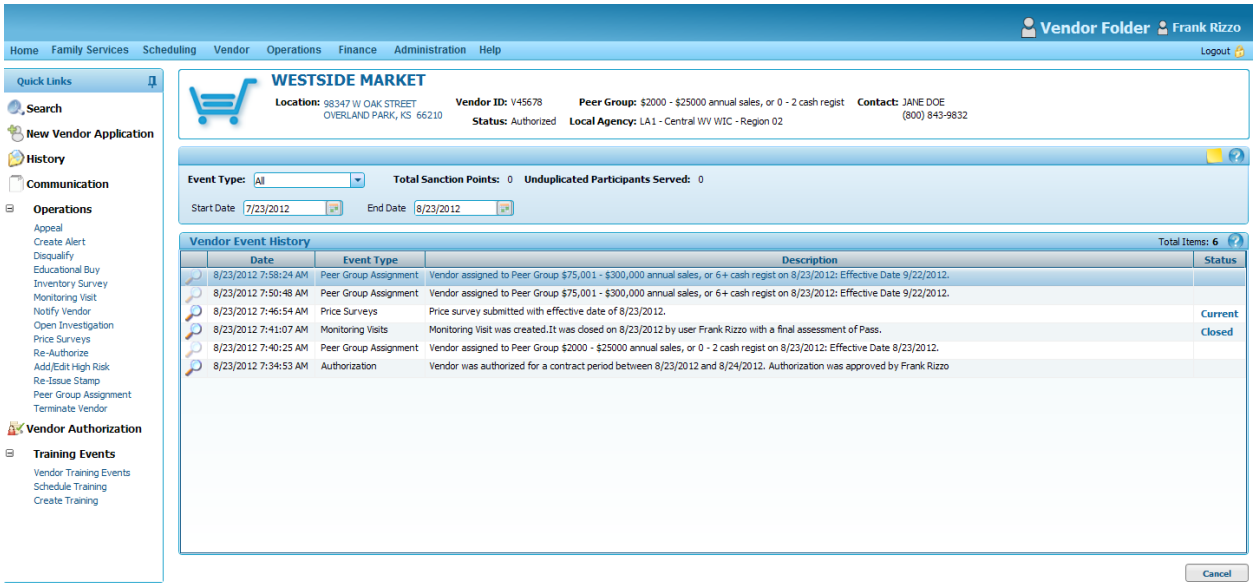
Task C. Using the Vendor Authorization Checklist

Complete the following steps to perform this task:

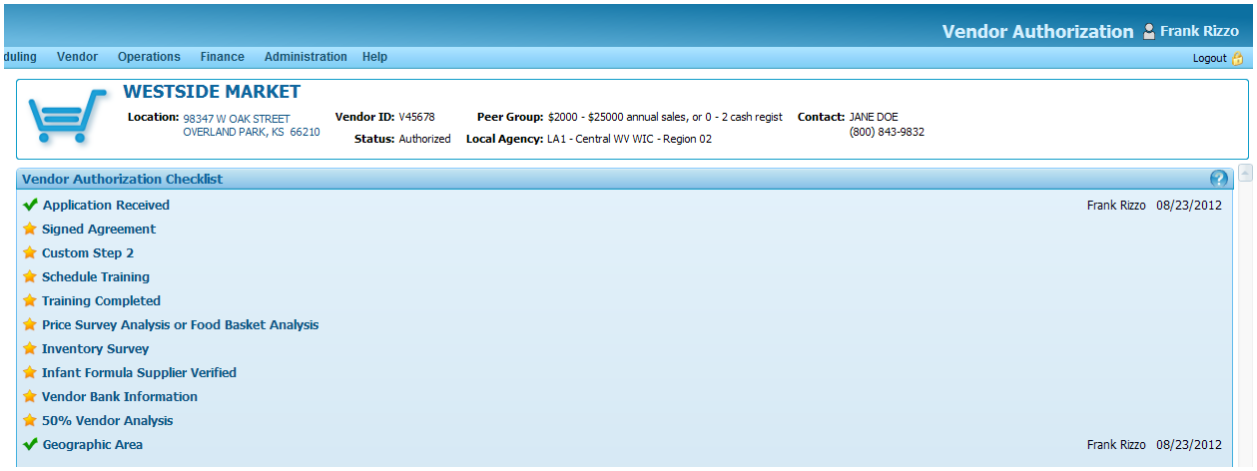
1. From the **Home** screen, go to **Vendor → Search Vendor**. The **Vendor Search** screen displays.



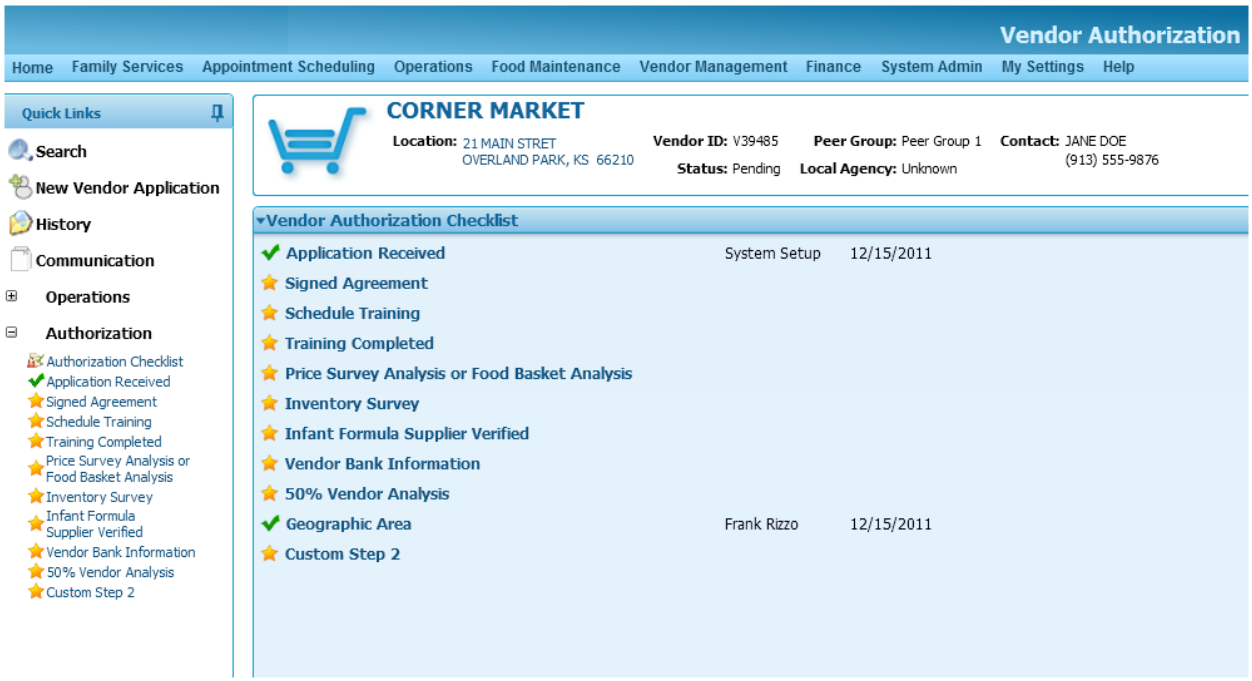
2. Search for and access a vendor record needing reauthorization. The **Vendor Folder** screen displays.


Vendor Folder
Frank Rizzo
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Quick Links
Search
New Vendor Application
History
Communication
Operations
Appeal
Create Alert
Disqualify
Educational Buy
Inventory Survey
Monitoring Visit
Notify Vendor
Open Investigation
Price Surveys
Re-Authorize
Add/Edit High Risk
Re-Issue Stamp
Peer Group Assignment
Terminate Vendor
Vendor Authorization
Training Events
Vendor Training Events
Schedule Training
Create Training
WESTSIDE MARKET
Location: 98347 W OAK STREET OVERLAND PARK, KS 66210
Vendor ID: V45678
Status: Authorized
Peer Group: $2000 - $25000 annual sales, or 0 - 2 cash regist
Local Agency: LA1 - Central WV WIC - Region 02
Contact: JANE DOE (800) 843-9832
Event Type: All
Total Sanction Points: 0
Unduplicated Participants Served: 0
Start Date 7/23/2012
End Date 8/23/2012
Vendor Event History
Total Items: 6
Date
Event Type
Description
Status
8/23/2012 7:58:24 AM Peer Group Assignment Vendor assigned to Peer Group $75,001 - $300,000 annual sales, or 6+ cash regist on 8/23/2012: Effective Date 9/22/2012.
8/23/2012 7:50:48 AM Peer Group Assignment Vendor assigned to Peer Group $75,001 - $300,000 annual sales, or 6+ cash regist on 8/23/2012: Effective Date 9/22/2012.
8/23/2012 7:46:54 AM Price Surveys Price survey submitted with effective date of 8/23/2012. Current
8/23/2012 7:41:07 AM Monitoring Visits Monitoring Visit was created.It was closed on 8/23/2012 by user Frank Rizzo with a final assessment of Pass. Closed
8/23/2012 7:40:25 AM Peer Group Assignment Vendor assigned to Peer Group $2000 - $25000 annual sales, or 0 - 2 cash regist on 8/23/2012: Effective Date 8/23/2012.
8/23/2012 7:34:53 AM Authorization Vendor was authorized for a contract period between 8/23/2012 and 8/24/2012. Authorization was approved by Frank Rizzo
Cancel

3. Under **Quick Links**, go to **Operations → Re-Authorize**. The **Vendor Authorization** screen displays.



4. Use the **Vendor Authorization Checklist** to process the reauthorization.



Re-authorizations are similar to the initial authorization process.

Task D. Approving the Re-Authorization Application

Complete the following steps to perform this task:

1. When the **Vendor Authorization Checklist** has been completed, do one of the following to re-authorize the vendor:
   - Users without permissions to reauthorize a vendor: Click **Suggest Authorization**. A message is sent to appropriate WIC staff.
   - Users with permissions to re-authorize: Click **Approve.**

Click Deny to deny the application.

Click Withdraw if the vendor wishes to withdraw their application.

Click Scan Document to scan one or more documents and associate them to the vendor.

Congratulations!

You have successfully completed the **Notifications: Reauthorizing a Vendor** process.

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6- PRICE SURVEYS

Price Surveys

This scenario explains the process of searching for and viewing vendor price surveys.

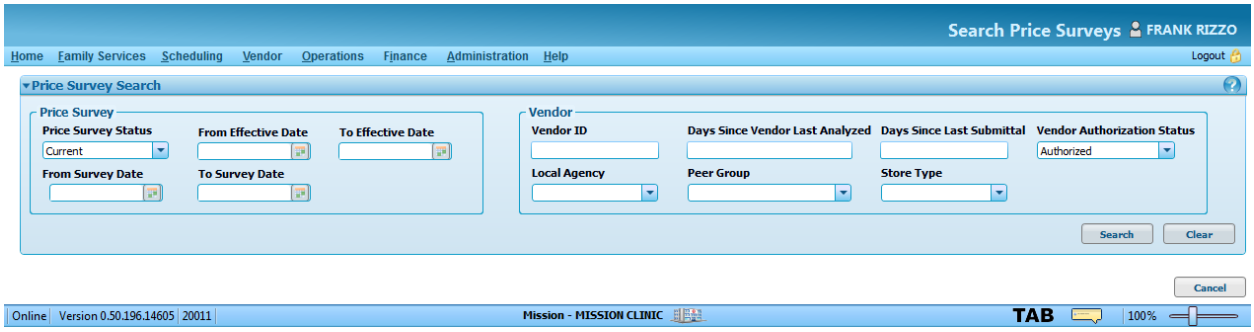
This process includes the following task(s):

Task A. Searching for Price Surveys..... 6-2

Task A. Searching for Price Surveys

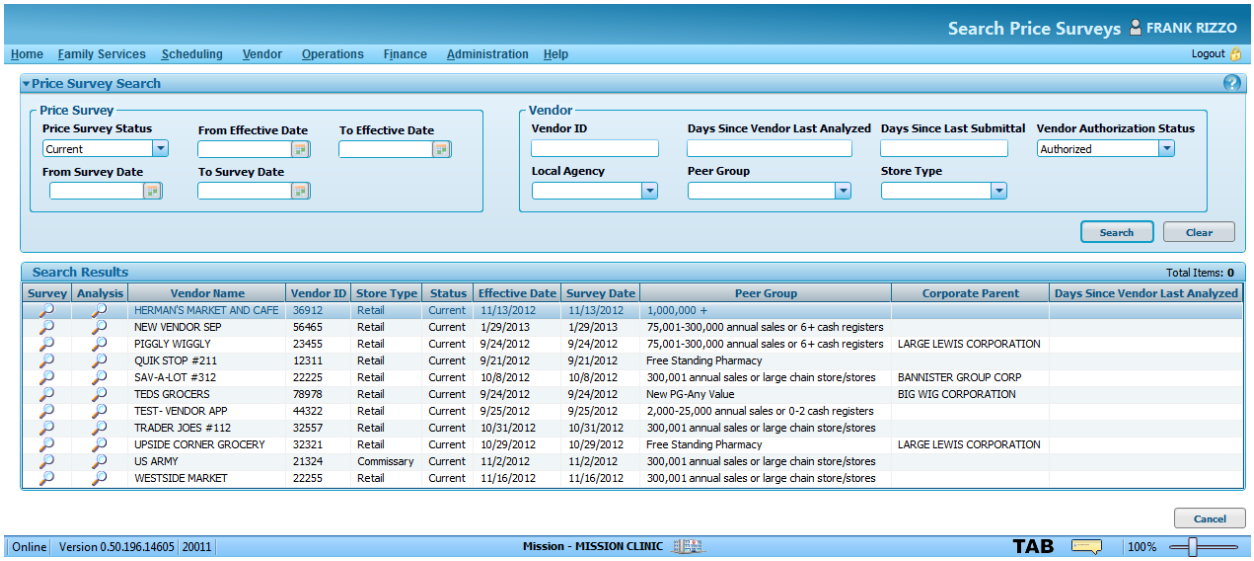
Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor** → **Price Surveys**. The **Search Price Surveys** screen displays.



2. Under **Price Survey Search**, enter search criteria as follows:
   - Under **Price Survey**, enter or select the:
     - **Price Survey Status**
     - **From Effective Date**
     - **To Effective Date**
     - **From Survey Date**
     - **To Survey Date**
   - Under **Vendor**, enter or select the:
     - **Vendor ID**
     - **Days Since Vendor Last Analyzed**
     - **Days Since Last Submittal**
     - **Vendor Authorization Status**
     - **Local Agency**
     - **Peer Group**
     - **Store Type**

3. Click **Search**. The screen refreshes and displays results in the **Search Results** grid.


Search Price Surveys
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Price Survey Search
Price Survey
Price Survey Status
Current
From Effective Date
To Effective Date
From Survey Date
To Survey Date
Vendor
Vendor ID
Days Since Vendor Last Analyzed
Days Since Last Submittal
Vendor Authorization Status
Authorized
Local Agency
Peer Group
Store Type
Search
Clear
Search Results
Total Items: 0
Survey
Analysis
Vendor Name
Vendor ID
Store Type
Status
Effective Date
Survey Date
Peer Group
Corporate Parent
Days Since Vendor Last Analyzed
HERMAN'S MARKET AND CAFE 36912 Retail Current 11/13/2012 11/13/2012 1,000,000 +
NEW VENDOR SEP 56465 Retail Current 1/29/2013 1/29/2013 75,001-300,000 annual sales or 6+ cash registers
PIGGLY WIGGLY 23455 Retail Current 9/24/2012 9/24/2012 75,001-300,000 annual sales or 6+ cash registers LARGE LEWIS CORPORATION
QUIK STOP #211 12311 Retail Current 9/21/2012 9/21/2012 Free Standing Pharmacy
SAV-A-LOT #312 22225 Retail Current 10/8/2012 10/8/2012 300,001 annual sales or large chain store/stores BANNISTER GROUP CORP
TEDS GROCERS 78978 Retail Current 9/24/2012 9/24/2012 New PG-Any Value BIG WIG CORPORATION
TEST- VENDOR APP 44322 Retail Current 9/25/2012 9/25/2012 2,000-25,000 annual sales or 0-2 cash registers
TRADER JOES #112 32557 Retail Current 10/31/2012 10/31/2012 300,001 annual sales or large chain store/stores
UPSIDE CORNER GROCERY 32321 Retail Current 10/29/2012 10/29/2012 Free Standing Pharmacy LARGE LEWIS CORPORATION
US ARMY 21324 Commissary Current 11/2/2012 11/2/2012 300,001 annual sales or large chain store/stores
WESTSIDE MARKET 22255 Retail Current 11/16/2012 11/16/2012 300,001 annual sales or large chain store/stores
Cancel
Online
Version 0.50.196.14605
20011
Mission - MISSION CLINIC
TAB
100%

The Search Results grid displays the Vendor Name, Vendor ID, Store Type, Status, Effective Date, Survey Date, Peer Group, Corporate Parent, and Days Since Vendor Last Analyzed for all price surveys matching the search criteria.

Click the appropriate View button (🔎) to view the price survey or food basket analysis. Refer to the Quick Links: Vendor Authorization scenario on page 3-108 for information about the Price Survey and Food Basket Analysis screens.

Congratulations!

You have successfully completed the **Price Surveys** process.

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7- ANALYZE VENDORS

Analyze Risk

This scenario explains the processes associated with vendor risk analysis. You will manage risk settings, select filter criteria and manage food instrument (FI) settings, run an analysis, and select vendors for investigation.

Before an analysis is conducted, threshold values must be established for a number of risk criteria. Once this task has been completed, it is necessary to select filter criteria and manage FI settings. Once these items have been completed, an analysis can be run. During the analysis, the system compiles vendor data and compares it to the threshold values that were established. When a vendor's data exceeds a threshold value for particular criteria, the vendor is considered to be at risk for that criterion. Each failed criterion is assigned a numerical value. If the sum of all failed criterion values exceeds a user-defined risk limit, then the vendor is considered high risk and is flagged as a high risk vendor. At the end of the analysis, you have the opportunity to mark vendors for investigation as necessary.

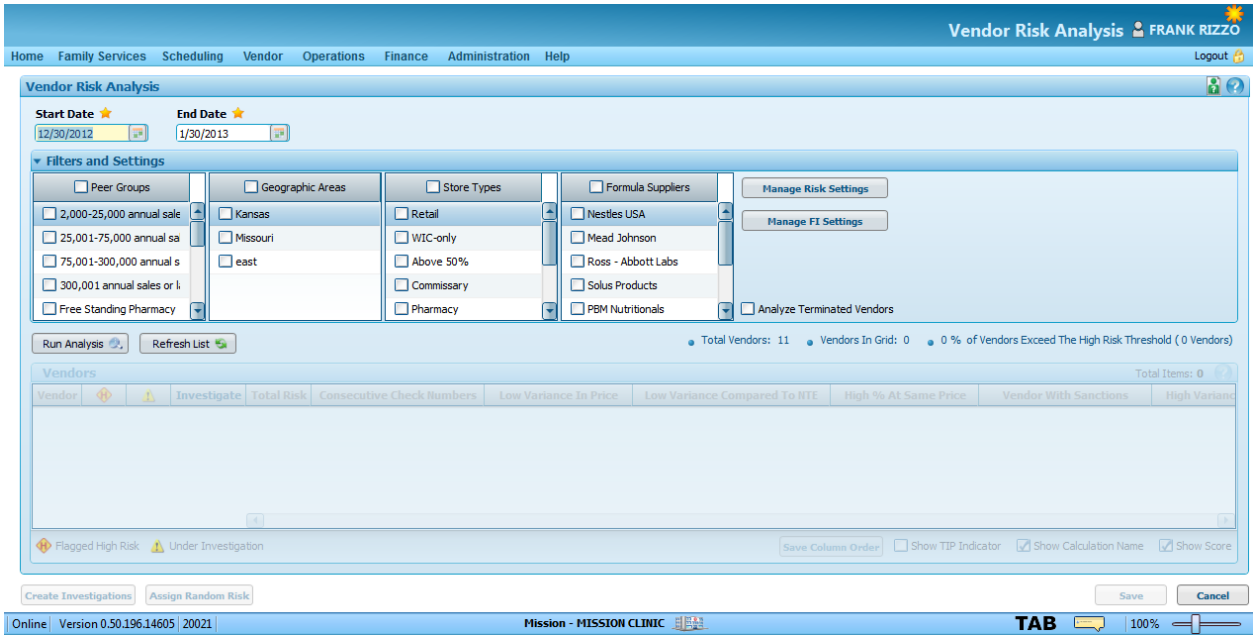
This process includes the following task(s):

Task A. Manage Risk Settings 7-2
Task B. Select Filter Criteria and Manage FI Settings 7-5
Task C. Run a Vendor Risk Analysis 7-7
Task D. Mark Vendors for Investigation 7-9

Task A. Manage Risk Settings

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor** → **Analyze Vendors** → **Analyze Risk**. The **Vendor Risk Analysis** screen displays.



2. Click **Manage Risk Settings**. The **Risk Settings** screen displays.

Risk Settings
Active
Threshold
Weight
Low variance in price < 10 % 1.0
Low variance compared to max allowable price < 5 % 1.0
High % at same price > 90 % 1.0
High variance in formula price > 35 % 1.0
High average in peer group top 2 % 1.0
High average compared to MAR > 25.0 % 1.0
Redeemed price higher than list price > 15 % 1.0
High % of high price checks > 50 % 1.0
High volume of WIC business > 25 % 1.0
High WIC to SNAP ratio > 20 % 1.0
High WIC+SNAP to total sales ratio > 70 % 1.0
Multiple participant complaints > 5.0 1.0
Count of sales outside service area > 100. 1.0
Total sales outside service area top 10.0 1.0
High health risk redemption > 5.0 1.0
Consecutive check numbers > 2.0 1.0
Excessive # of check errors >= 5.0 1.0
Recorded investigations >= 1.0 1.0
New Vendor >= 1.0 1.0
Save
Cancel

3. Activate (select) or deactivate (unselect) risk criteria to be used when risk analysis is conducted by using the associated check boxes.

There are many criteria that can be activated or deactivated. Remember to use the scroll bar to

review the entire list.

4. For each active criteria, do the following:
   - Enter a **Threshold** value.
   - Enter a **Weight**.

Threshold is the point at which risk is triggered. Greater than (>), less than (<), and/or equal to (=) indicators are used in conjunction with threshold values.

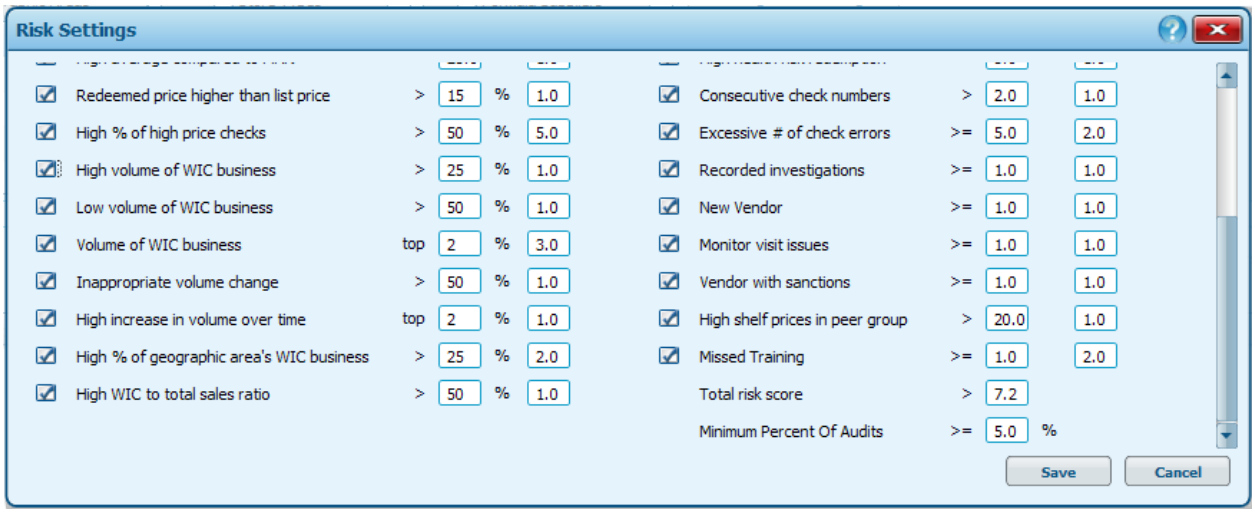
Weight is a way of assigning importance to a particular criterion. Weight defines the amount of influence a risk factor has in the total risk score compared to other risk factors. Risk factors with a higher weight have a proportionally greater influence on the total risk score compared to risk factors with a lesser weight.

5. Enter a **Total risk score** value.

When an analysis is conducted, the weight of each failed criteria is added together and then compared to the established Total risk score value. If the failed criteria total score is equal to or greater than the Total risk score value, a vendor will be considered high risk. For example, assume a vendor fails three criterions. The weights for the failed criterions were 3, 1, and 1 – totaling 5. If the established Total risk score were 4, the vendor would be considered high risk since the vendor's score was equal to or greater than the established Total risk score. On the other hand, if the Total risk score were 6, the vendor would not be considered high risk since the vendor's score was less than the Total risk score.

6. Enter a **Minimum Percent of Audits** value.

The value indicates the minimum percent of investigative audits that must be performed to meet FNS requirements. If the risk analysis does not identify a sufficient number of vendors, the Assign Random Risk feature uses this threshold to determine how many additional vendors should be randomly selected.


Risk Settings
Redeemed price higher than list price > 15 % 1.0
High % of high price checks > 50 % 5.0
High volume of WIC business > 25 % 1.0
Low volume of WIC business > 50 % 1.0
Volume of WIC business top 2 % 3.0
Inappropriate volume change > 50 % 1.0
High increase in volume over time top 2 % 1.0
High % of geographic area's WIC business > 25 % 2.0
High WIC to total sales ratio > 50 % 1.0
Consecutive check numbers > 2.0 1.0
Excessive # of check errors >= 5.0 2.0
Recorded investigations >= 1.0 1.0
New Vendor >= 1.0 1.0
Monitor visit issues >= 1.0 1.0
Vendor with sanctions >= 1.0 1.0
High shelf prices in peer group > 20.0 1.0
Missed Training >= 1.0 2.0
Total risk score > 7.2
Minimum Percent Of Audits >= 5.0 %
Save
Cancel

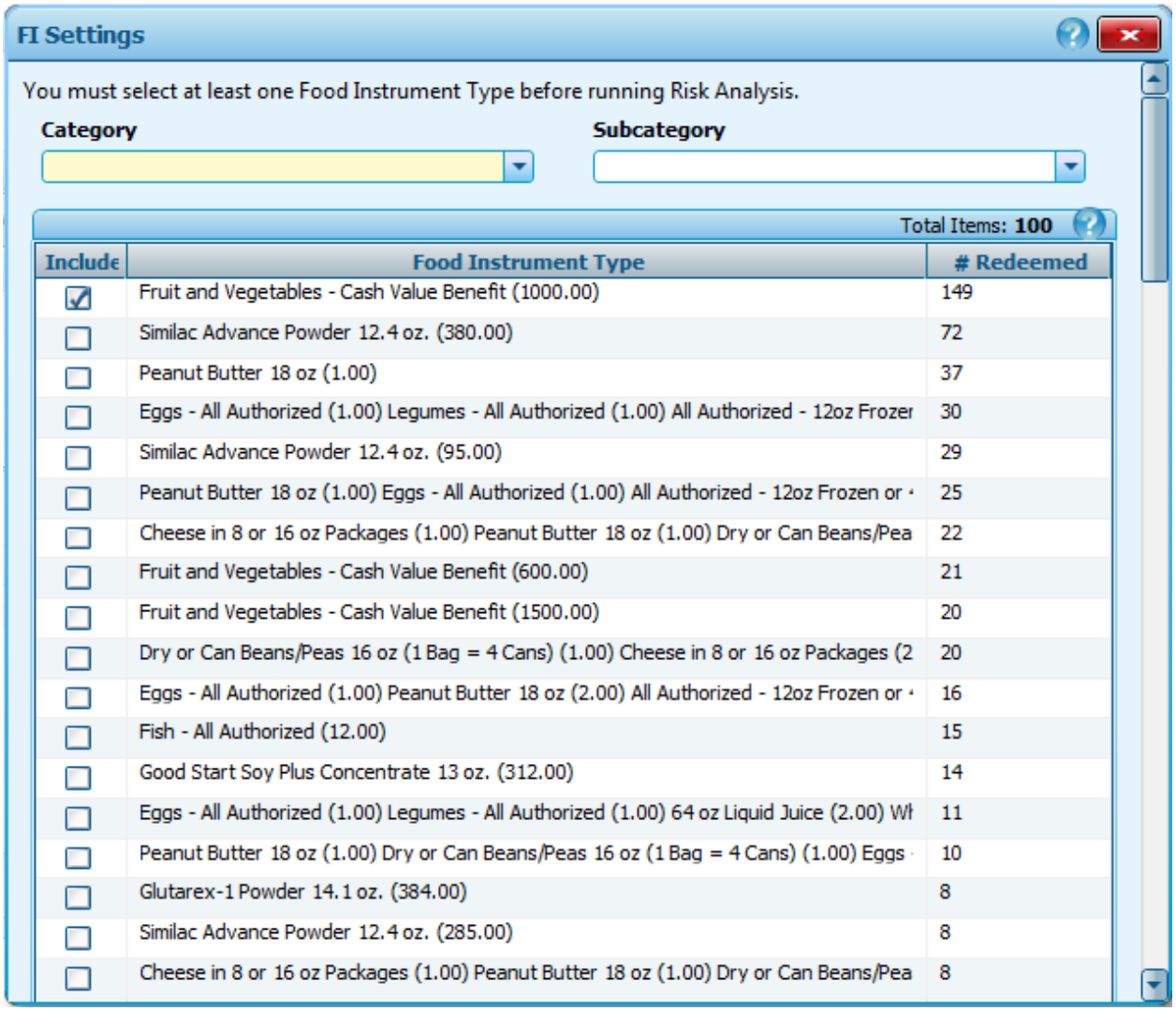
The Minimum Percent of Audits value should equal the minimum percent of audits that must be conducted per Federal regulations.

7. Click **Save**. A status message displays indicating success and you are returned to the **Vendor Risk Analysis** screen.

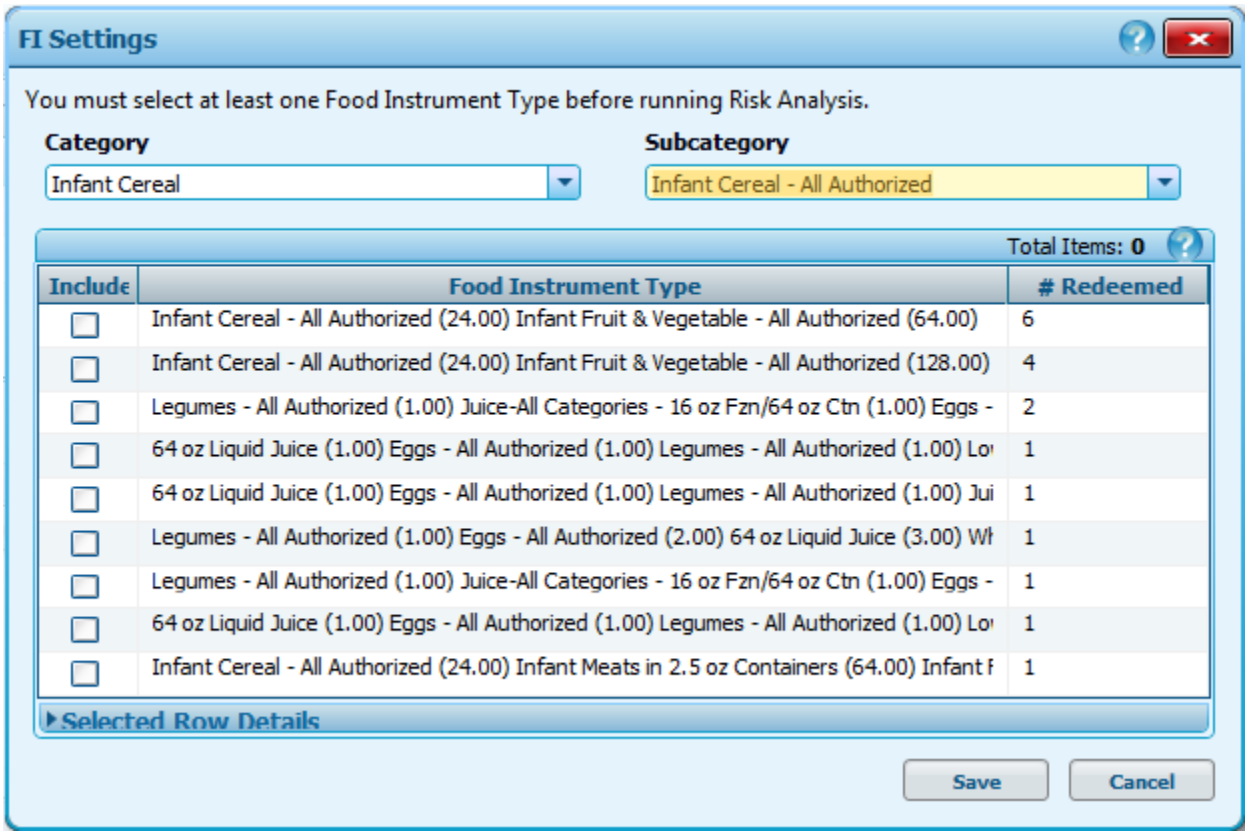
Task B. Select Filter Criteria and Manage FI Settings

Complete the following steps to perform this task:

1. On the **Vendor Risk Analysis** screen, click **Manage FI Settings**. The **FI Settings** screen displays.


FI Settings
You must select at least one Food Instrument Type before running Risk Analysis.
Category
Subcategory
Total Items: 100
Include
Food Instrument Type
Redeemed
Fruit and Vegetables - Cash Value Benefit (1000.00) 149
Similac Advance Powder 12.4 oz. (380.00) 72
Peanut Butter 18 oz (1.00) 37
Eggs - All Authorized (1.00) Legumes - All Authorized (1.00) All Authorized - 12oz Frozer 30
Similac Advance Powder 12.4 oz. (95.00) 29
Peanut Butter 18 oz (1.00) Eggs - All Authorized (1.00) All Authorized - 12oz Frozen or 25
Cheese in 8 or 16 oz Packages (1.00) Peanut Butter 18 oz (1.00) Dry or Can Beans/Pea 22
Fruit and Vegetables - Cash Value Benefit (600.00) 21
Fruit and Vegetables - Cash Value Benefit (1500.00) 20
Dry or Can Beans/Peas 16 oz (1 Bag = 4 Cans) (1.00) Cheese in 8 or 16 oz Packages (2 20
Eggs - All Authorized (1.00) Peanut Butter 18 oz (2.00) All Authorized - 12oz Frozen or 16
Fish - All Authorized (12.00) 15
Good Start Soy Plus Concentrate 13 oz. (312.00) 14
Eggs - All Authorized (1.00) Legumes - All Authorized (1.00) 64 oz Liquid Juice (2.00) Wh 11
Peanut Butter 18 oz (1.00) Dry or Can Beans/Peas 16 oz (1 Bag = 4 Cans) (1.00) Eggs 10
Glutarex-1 Powder 14.1 oz. (384.00) 8
Similac Advance Powder 12.4 oz. (285.00) 8
Cheese in 8 or 16 oz Packages (1.00) Peanut Butter 18 oz (1.00) Dry or Can Beans/Pea 8

2. Using **Category** and **Subcategory** to filter the results, select one or more food instrument types from the grid.


FI Settings
You must select at least one Food Instrument Type before running Risk Analysis.
Category
Infant Cereal
Subcategory
Infant Cereal - All Authorized
Total Items: 0
Include
Food Instrument Type
Redeemed
Infant Cereal - All Authorized (24.00) Infant Fruit & Vegetable - All Authorized (64.00) 6
Infant Cereal - All Authorized (24.00) Infant Fruit & Vegetable - All Authorized (128.00) 4
Legumes - All Authorized (1.00) Juice-All Categories - 16 oz Fzn/64 oz Ctn (1.00) Eggs - 2
64 oz Liquid Juice (1.00) Eggs - All Authorized (1.00) Legumes - All Authorized (1.00) Lo 1
64 oz Liquid Juice (1.00) Eggs - All Authorized (1.00) Legumes - All Authorized (1.00) Jui 1
Legumes - All Authorized (1.00) Eggs - All Authorized (2.00) 64 oz Liquid Juice (3.00) Wh 1
Legumes - All Authorized (1.00) Juice-All Categories - 16 oz Fzn/64 oz Ctn (1.00) Eggs - 1
64 oz Liquid Juice (1.00) Eggs - All Authorized (1.00) Legumes - All Authorized (1.00) Lo 1
Infant Cereal - All Authorized (24.00) Infant Meats in 2.5 oz Containers (64.00) Infant F 1
Selected Row Details
Save
Cancel

The FI Settings screen enables users to select formula and non-formula Food Instrument Types to be used during risk analysis.

A Food Instrument Type is a unique combination of foods that is grouped together on a benefit. For example, a benefit consisting of one gallon of milk and a jar of peanut butter would be a different food instrument type than a benefit consisting of two gallons of milk and a jar of peanut butter.

Number (#) Redeemed indicates the number of times the associated Food Instrument Type has ever been redeemed. Dates do not constrain this calculation.

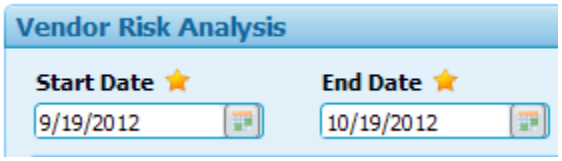
Click Selected Row Details to display details of a selected row.

3. Select the **Include** check box for all **Food Instrument Types** to be included in risk analysis.
4. Click **Save**. A status message displays indicating success and you are returned to the **Vendor Risk Analysis** screen.

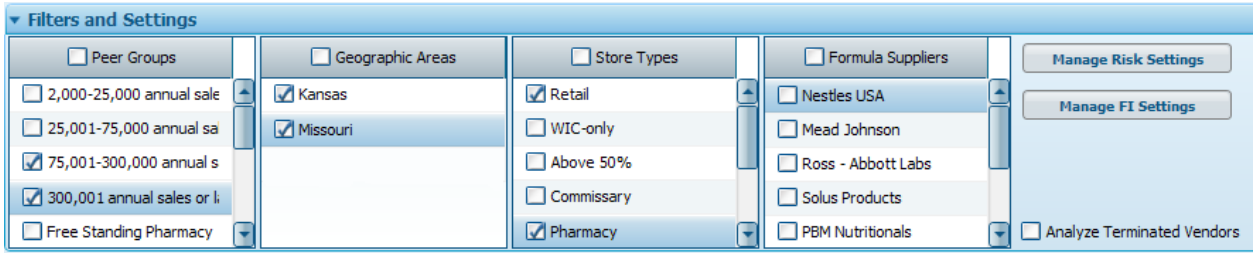
Task C. Run a Vendor Risk Analysis

Complete the following steps to perform this task:

1. On the **Vendor Risk Analysis** screen, enter or select the **Start Date** of the analysis.
2. Enter or select the **End Date** of the analysis.

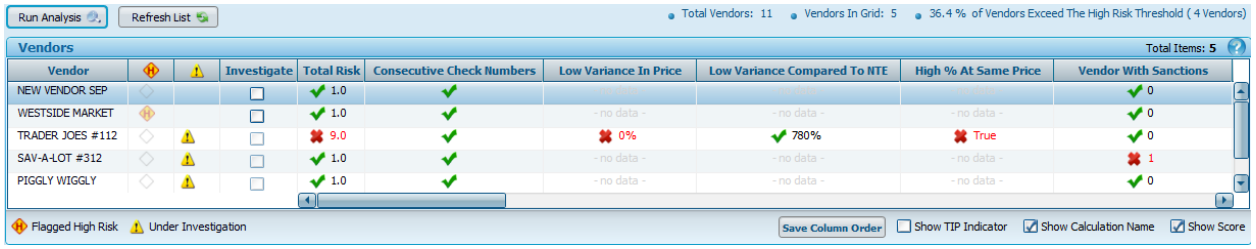


3. Under **Filters and Settings**, select criteria from one or more of the following options to include in the analysis:
   - **Peer Groups**
   - **Geographic Areas**
   - **Store Types**
   - **Formula Suppliers**



> Select the Analyze Terminated Vendors check box to include Vendors with a status of Terminated in the analysis.

4. Click **Run Analysis**. Results are displayed in the analysis grid.



Total Vendors indicates the overall number of vendors analyzed. Vendors In Grid indicates the number of vendors listed in the grid. The percentage of vendors exceeding the high risk threshold indicates the percentage of vendors listed in the grid that exceed the user-defined Total risk score value.

Data in green indicates criterion within an acceptable limit while data in red indicates criterion that exceeded the defined threshold limit.

High risk vendors are flagged with a High Risk Indicator ( ).

Use the Show TIP Indicator, Show Calculation Name and Show Score check boxes to tailor the amount of information to be shown on the grid.

Drag and drop columns to modify the order in which columns are displayed and click Save Column Order to save your selections.

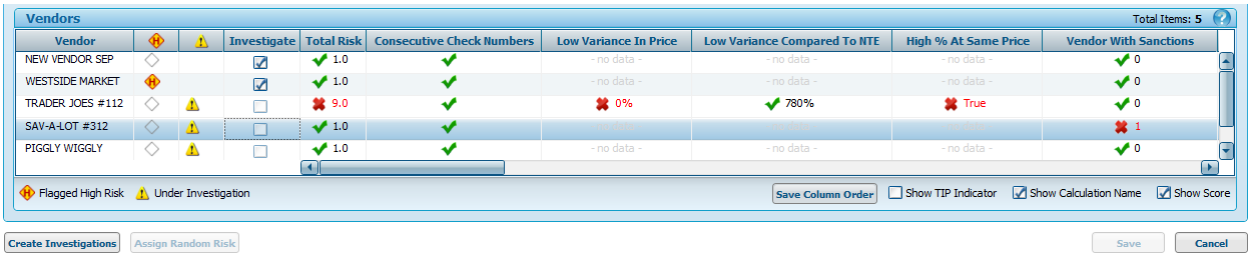
Click Assign Random Risk to identify additional vendors for audit if the initial analysis does not result in the necessary number of vendors to meet federal regulations.

5. Click **Save** to save the results of the analysis. A status message displays indicating success.

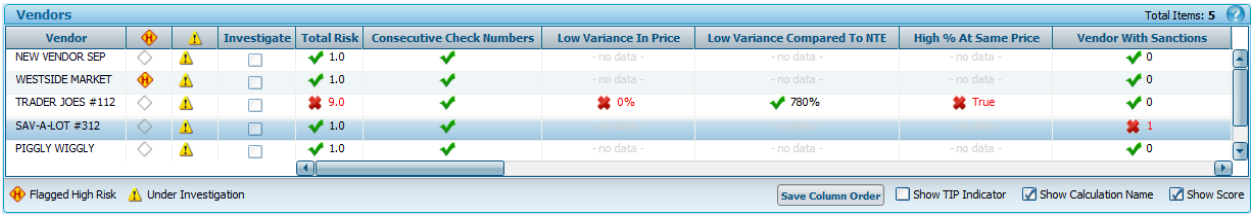
Task D. Mark Vendors for Investigation

Complete the following steps to perform this task:

1. Check the **Investigate** check box for each vendor that is to be investigated.


Vendors
Total Items: 5
Vendor
Investigate
Total Risk
Consecutive Check Numbers
Low Variance In Price
Low Variance Compared To NTE
High % At Same Price
Vendor With Sanctions
NEW VENDOR SEP 1.0 - no data - - no data - - no data - 0
WESTSIDE MARKET 1.0 - no data - - no data - - no data - 0
TRADER JOES #112 9.0 0% 780% True 0
SAV-A-LOT #312 1.0 1
PIGGLY WIGGLY 1.0 - no data - - no data - - no data - 0
Flagged High Risk
Under Investigation
Save Column Order
Show TIP Indicator
Show Calculation Name
Show Score
Create Investigations
Assign Random Risk
Save
Cancel

2. Click **Create Investigation**. A status message displays indicating success and the grid is updated to display your selections.


Vendors
Total Items: 5
Vendor
Investigate
Total Risk
Consecutive Check Numbers
Low Variance In Price
Low Variance Compared To NTE
High % At Same Price
Vendor With Sanctions
NEW VENDOR SEP 1.0 - no data - - no data - - no data - 0
WESTSIDE MARKET 1.0 - no data - - no data - - no data - 0
TRADER JOES #112 9.0 0% 780% True 0
SAV-A-LOT #312 1.0 1
PIGGLY WIGGLY 1.0 - no data - - no data - - no data - 0
Flagged High Risk
Under Investigation
Save Column Order
Show TIP Indicator
Show Calculation Name
Show Score

Investigations are completed independently within each selected vendor's folder.

Congratulations!

You have successfully completed the **Analyze Risk** process.

Analyze Peer Groups

This scenario explains the processes of conducting vendor peer group evaluations and re-evaluations.

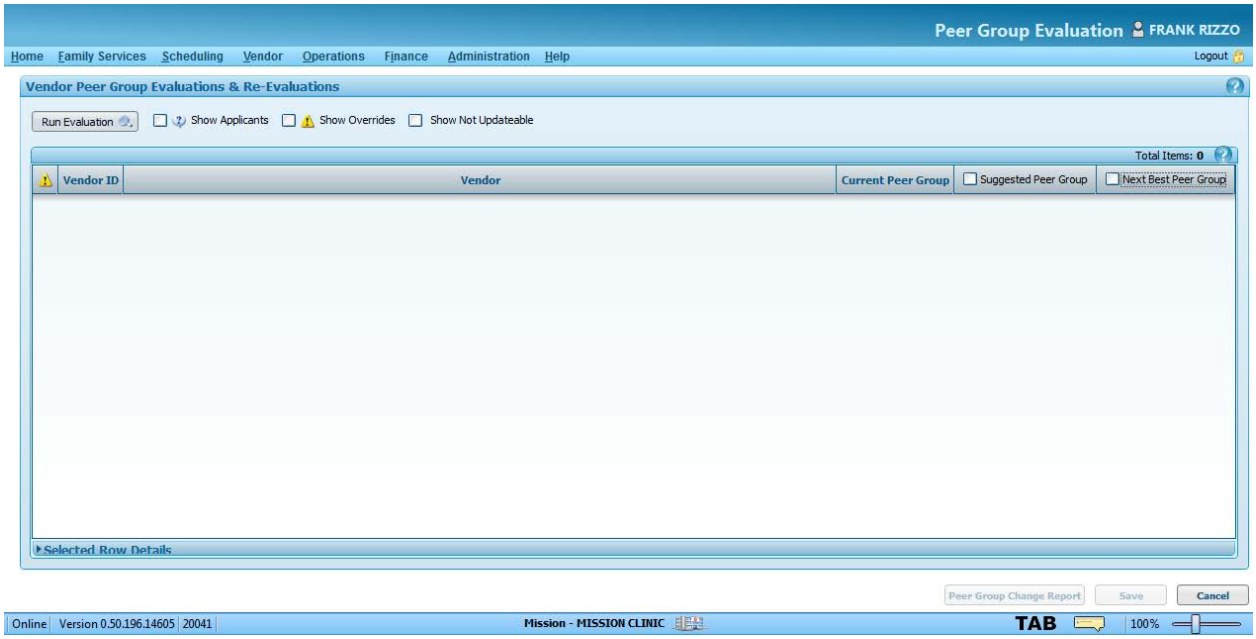
This process includes the following task(s):

Task A. Evaluating Peer Groups..... 7-11

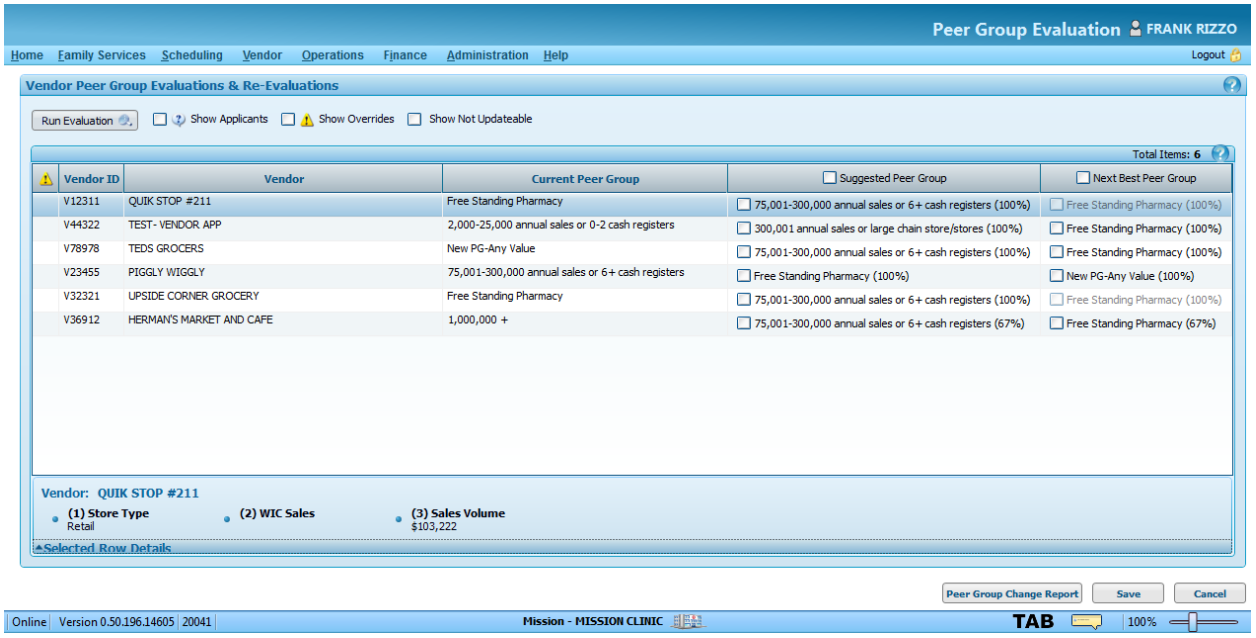
Task A. Evaluating Peer Groups

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Analyze Vendors → Analyze Peer Groups**. The **Peer Group Evaluation** screen displays.



2. Click **Run Evaluation**. The screen refreshes and displays the results of the peer group evaluation.

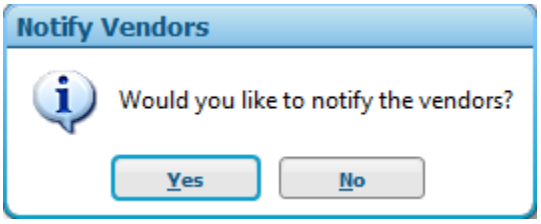

Peer Group Evaluation
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Vendor Peer Group Evaluations & Re-Evaluations
Run Evaluation
Show Applicants
Show Overrides
Show Not Updateable
Total Items: 6
Vendor ID
Vendor
Current Peer Group
Suggested Peer Group
Next Best Peer Group
V12311 QUIK STOP #211 Free Standing Pharmacy 75,001-300,000 annual sales or 6+ cash registers (100%) Free Standing Pharmacy (100%)
V44322 TEST- VENDOR APP 2,000-25,000 annual sales or 0-2 cash registers 300,001 annual sales or large chain store/stores (100%) Free Standing Pharmacy (100%)
V78978 TEDS GROCERS New PG-Any Value 75,001-300,000 annual sales or 6+ cash registers (100%) Free Standing Pharmacy (100%)
V23455 PIGGLY WIGGLY 75,001-300,000 annual sales or 6+ cash registers Free Standing Pharmacy (100%) New PG-Any Value (100%)
V32321 UPSIDE CORNER GROCERY Free Standing Pharmacy 75,001-300,000 annual sales or 6+ cash registers (100%) Free Standing Pharmacy (100%)
V36912 HERMAN'S MARKET AND CAFE 1,000,000 + 75,001-300,000 annual sales or 6+ cash registers (67%) Free Standing Pharmacy (67%)
Vendor: QUIK STOP #211
(1) Store Type Retail
(2) WIC Sales
(3) Sales Volume $103,222
Selected Row Details
Peer Group Change Report
Save
Cancel
Online
Version 0.50.196.14605
20041
Mission - MISSION CLINIC
TAB
100%

Select the Show Applicants, Show Overrides, and/or Show Not Updateable check boxes to include additional vendors within the grid. The grid refreshes and displays additional vendors as indicated by your selections.

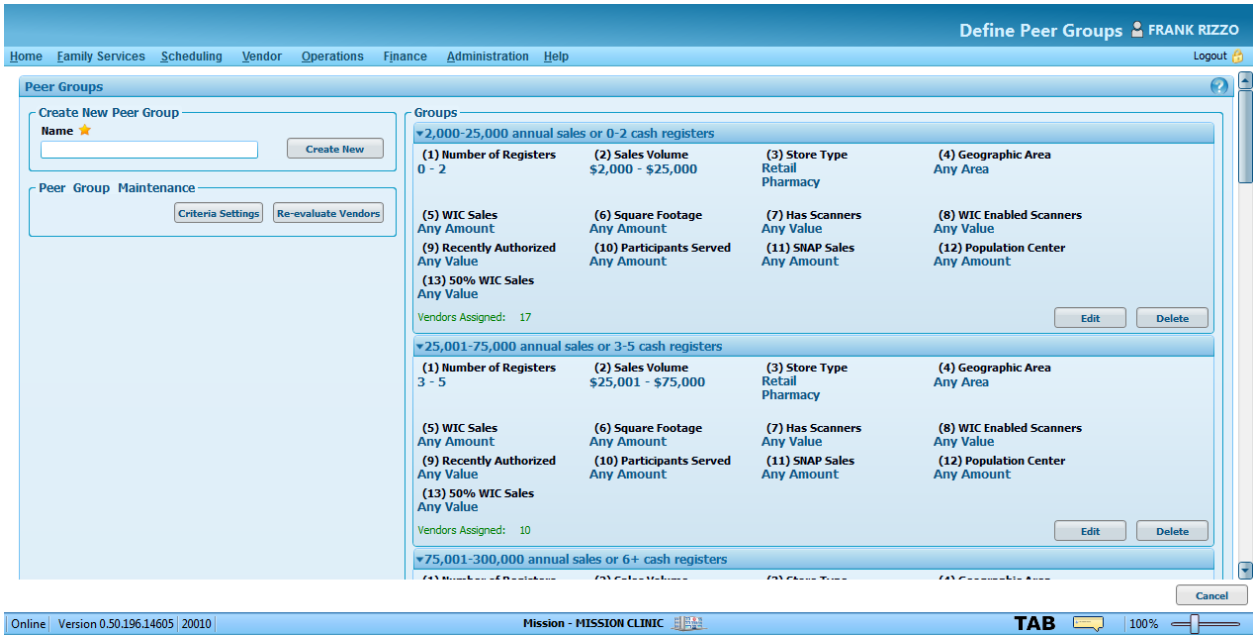
3. Select a record in the grid and click **Selected Row Details** to display additional information, such as **Store Type**, **WIC Sales**, and **Sales Volume**.

Total Items: 10
Vendor ID
Vendor
Current Peer Group
Suggested Peer Group
Next Be
V12311 QUIK STOP #211 Free Standing Pharmacy 75,001-300,000 annual sales or 6+ cash registers (100%)
V32321 UPSIDE CORNER GROCERY Free Standing Pharmacy 75,001-300,000 annual sales or 6+ cash registers (100%)
V44322 TEST- VENDOR APP (The suggested peer group is already assigned) 2,000-25,000 annual sales or 0-2 cash registers Free Standing Pharmacy
V78978 TEDS GROCERS (The suggested peer group is already assigned) New PG-Any Value Free Standing Pharmacy
V23455 PIGGLY WIGGLY (The suggested peer group is already assigned) 75,001-300,000 annual sales or 6+ cash registers New PG-Any Value
V32557 TRADER JOES #112 (The suggested peer group is already assigned) 300,001 annual sales or large chain store/stores 300,001 annual sales or large chain store/stores (100%)
V22225 SAV-A-LOT #312 (The suggested peer group is already assigned) 300,001 annual sales or large chain store/stores 300,001 annual sales or large chain store/stores (67%)
V22255 WESTSIDE MARKET (The suggested peer group is already assigned) 300,001 annual sales or large chain store/stores 300,001 annual sales or large chain store/stores (67%)
V21324 US ARMY (The suggested peer group is already assigned) 300,001 annual sales or large chain store/stores 300,001 annual sales or large chain store/stores (100%)
Vendor: QUIK STOP #211
(1) Store Type Retail
(2) WIC Sales
(3) Sales Volume $103,222
Selected Row Details

4. Select the **Suggested Peer Group** check box of each desired vendor to re-evaluate.
5. Select the **Next Best Peer Group** to assign the vendor to the next closest peer group.
6. Click **Peer Group Change Report** to generate a report with the peer group evaluation and re-evaluation information.
7. Click **Save**. A status message displays indicating success. The **Notify Vendors** screen displays, allowing you to send notifications to the affected vendors.

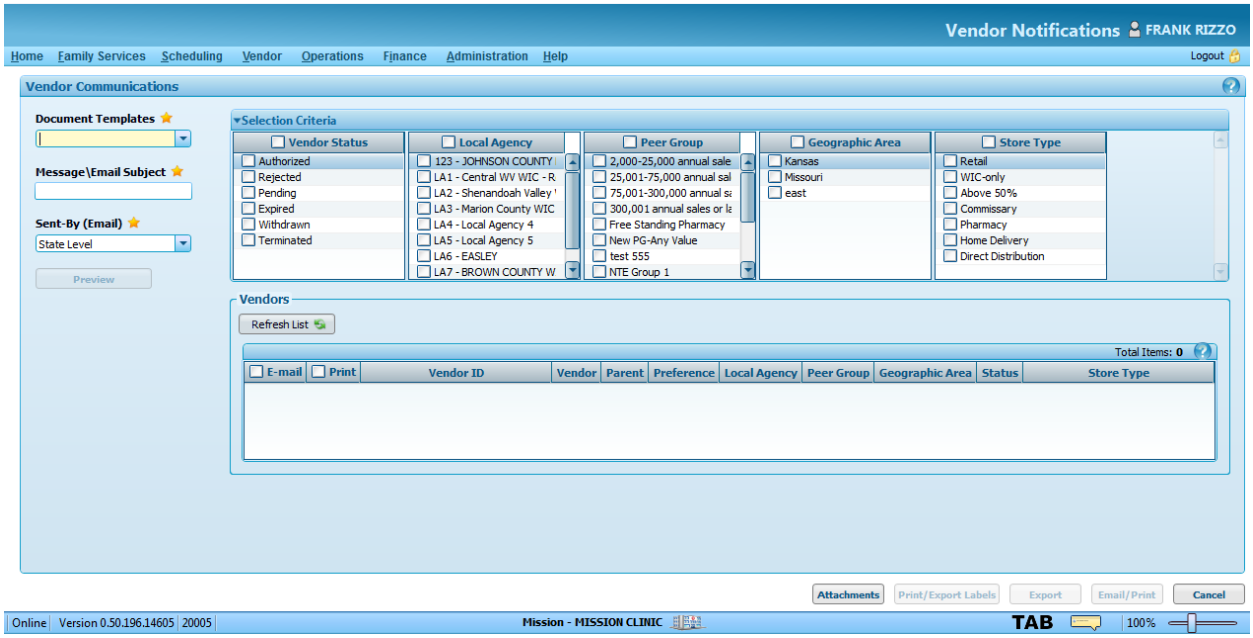


- Click **No** to display to the **Define Peer Groups** screen.


Define Peer Groups
FRANK RIZZO
Home Family Services Scheduling Vendor Operations Finance Administration Help
Logout
Peer Groups
Create New Peer Group
Name
Create New
Peer Group Maintenance
Criteria Settings
Re-evaluate Vendors
Groups
2,000-25,000 annual sales or 0-2 cash registers
(1) Number of Registers 0 - 2
(2) Sales Volume $2,000 - $25,000
(3) Store Type Retail Pharmacy
(4) Geographic Area Any Area
(5) WIC Sales Any Amount
(6) Square Footage Any Amount
(7) Has Scanners Any Value
(8) WIC Enabled Scanners Any Value
(9) Recently Authorized Any Value
(10) Participants Served Any Amount
(11) SNAP Sales Any Amount
(12) Population Center Any Amount
(13) 50% WIC Sales Any Value
Vendors Assigned: 17
Edit
Delete
25,001-75,000 annual sales or 3-5 cash registers
(1) Number of Registers 3 - 5
(2) Sales Volume $25,001 - $75,000
(3) Store Type Retail Pharmacy
(4) Geographic Area Any Area
(5) WIC Sales Any Amount
(6) Square Footage Any Amount
(7) Has Scanners Any Value
(8) WIC Enabled Scanners Any Value
(9) Recently Authorized Any Value
(10) Participants Served Any Amount
(11) SNAP Sales Any Amount
(12) Population Center Any Amount
(13) 50% WIC Sales Any Value
Vendors Assigned: 10
Edit
Delete
75,001-300,000 annual sales or 6+ cash registers
Cancel
Online Version 0.50.196.14605 20010
Mission - MISSION CLINIC
TAB
100%

The Define Peer Groups screen can be used to set peer group criteria and define peer groups. Refer to the Setup scenario on page 11-1 for details.

- Click **Yes** to display the **Vendor Notifications** screen.



The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Congratulations!

You have successfully completed the **Analyze Peer Groups** process.

8- COMPLIANCE BUY

Generate Instruments

This scenario explains the process of generating compliance buy food instruments. Although previously defined data can be used to generate compliance buy food instruments, assume new data will be added as necessary to complete the process.

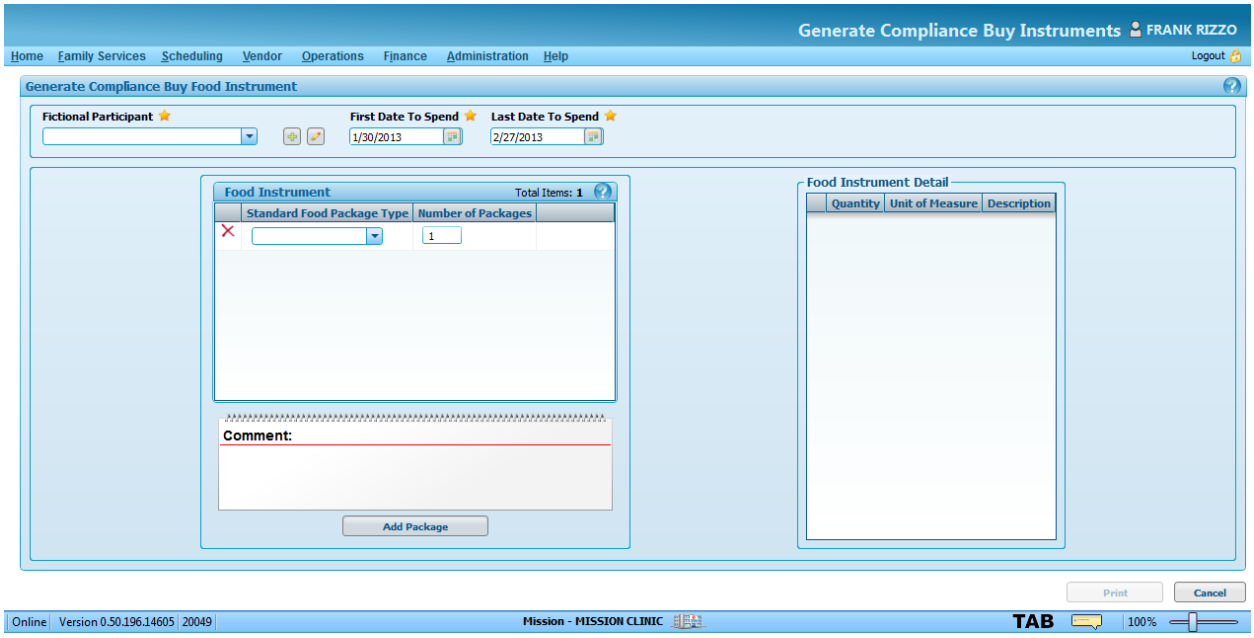
This process includes the following task(s):

Task A. Adding a Fictional Participant 8-2
Task B. Selecting the Food Packages to be Generated 8-4
Task C. Issuing an Identity Card 8-5
Task D. Generating Food Instruments 8-6

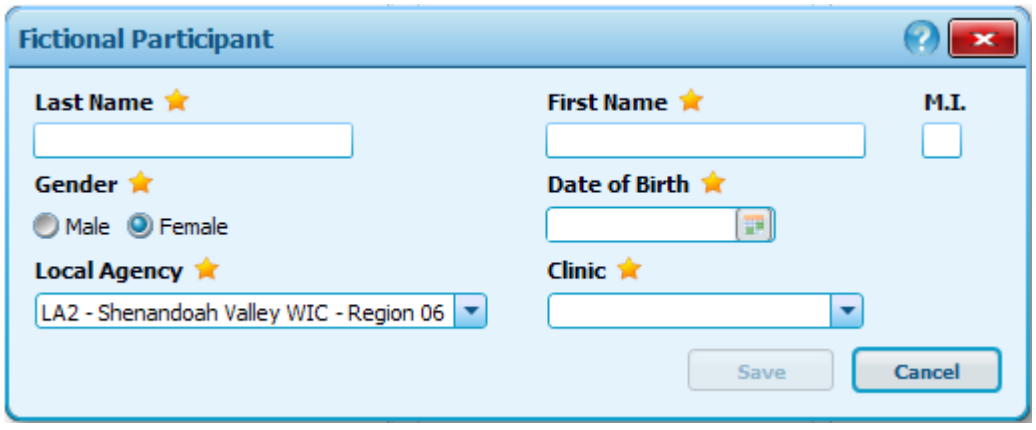
Task A. Adding a Fictional Participant

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Compliance Buy → Generate Instruments**. The **Generate Compliance Buy Instruments** screen displays.

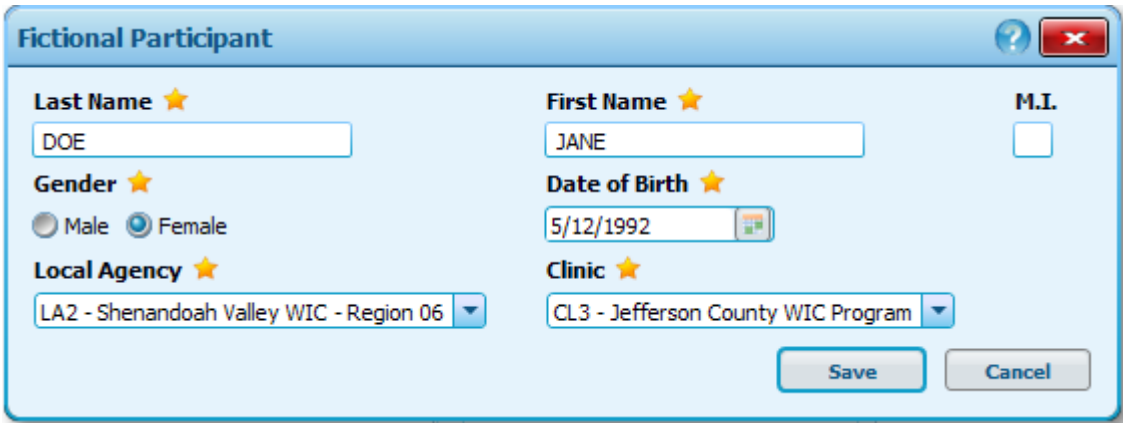


2. Click the **Add** button ( ). The **Fictional Participant** screen displays.

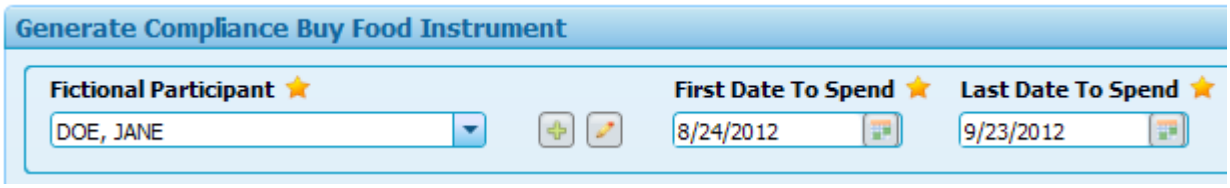


Alternatively, an existing Fictional Participant can be selected from the drop-down list.

3. Complete the **Fictional Participant** screen.



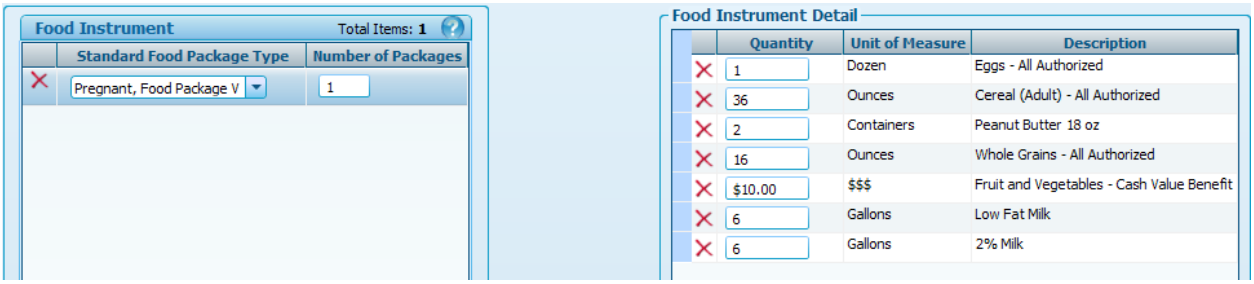
4. Click **Save**. You are returned to the **Compliance Buy** screen.
5. Under **Generate Compliance Buy Food Instrument**, select the newly added **Fictional Participant** from the drop-down list.
6. Enter or select a **First Date to Spend**.
7. Enter or select a **Last Date to Spend**.



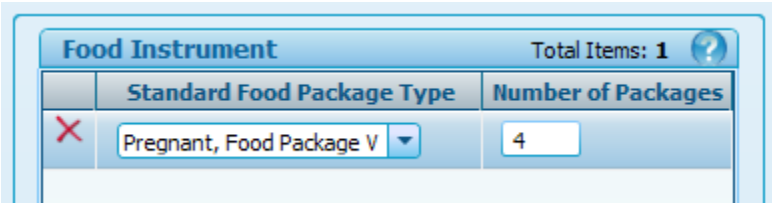
Task B. Selecting the Food Packages to be Generated

Complete the following steps to perform this task:

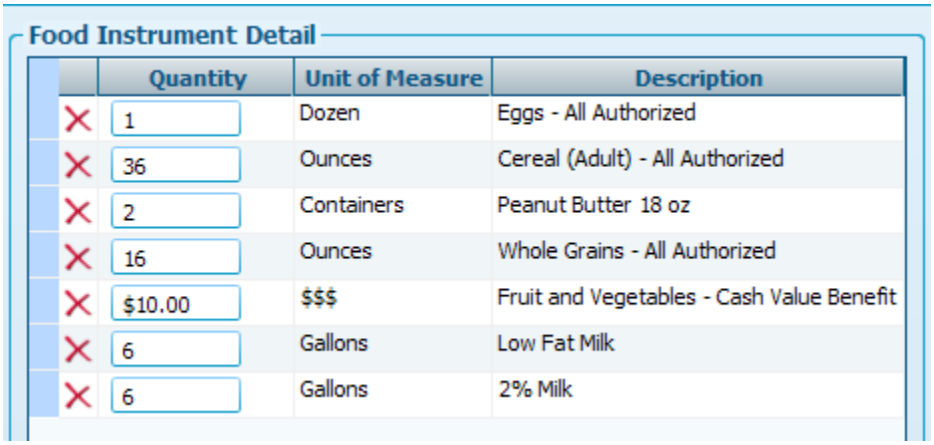
1. On the **Generate Compliance Buy Instruments** screen within the **Food Instrument** grid, select the food package to be generated. The screen refreshes and a number of food items are added to the **Food Instrument Detail** grid.



2. Enter the number of selected food packages to be generated.



3. Enter a **Quantity** for each food item that is to be included in this package.



The default quantities of each food item can be adjusted, if desired. Enter zero (0) for an item if you do not wish the item to be included on the food instruments.

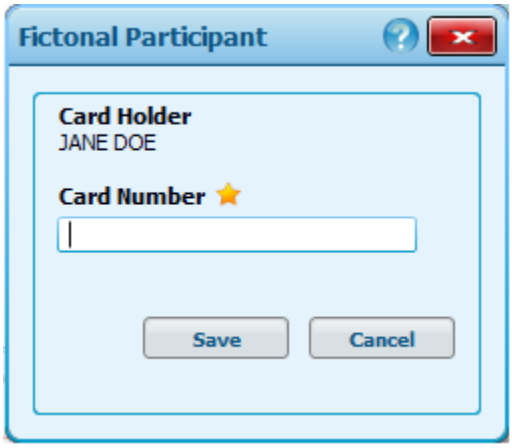
Click the Delete button (✕) to delete a food package or food item from the grid.

Click Add Package to add an additional row to the Food Instrument grid.

Task C. Issuing an Identity Card

Complete the following steps to perform this task:

1. On the **Generate Compliance Buy Instruments** screen, click **Issue Identity Card**. The **Fictional Participant** screen displays.

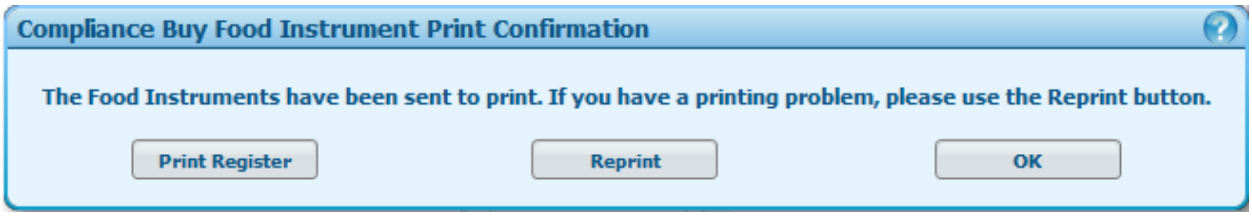


2. Enter a **Card Number**.
3. Click **Save**. A status message indicates success and you are returned to the **Generate Compliance Buy Instruments** screen.

Task D. Generating Food Instruments

Complete the following steps to perform this task:

1. On the **Generate Compliance Buy Instruments** screen, click **Print**. Compliance buy food instruments are sent to the printer.


Compliance Buy Food Instrument Print Confirmation
The Food Instruments have been sent to print. If you have a printing problem, please use the Reprint button.
Print Register
Reprint
OK

Food instruments must be printed on a MICR printer that supports the designated check stock.

2. View the food instruments to ensure proper printing and then click **OK**.

Click **Print Register** to print a register of the food items and quantities printed.

In case of printing issues, click **Reprint** to print the compliance buy food instruments again.

Congratulations!

You have successfully completed the **Generate Instruments** process.

View Activity

This scenario explains the process of viewing compliance buy food instrument details.

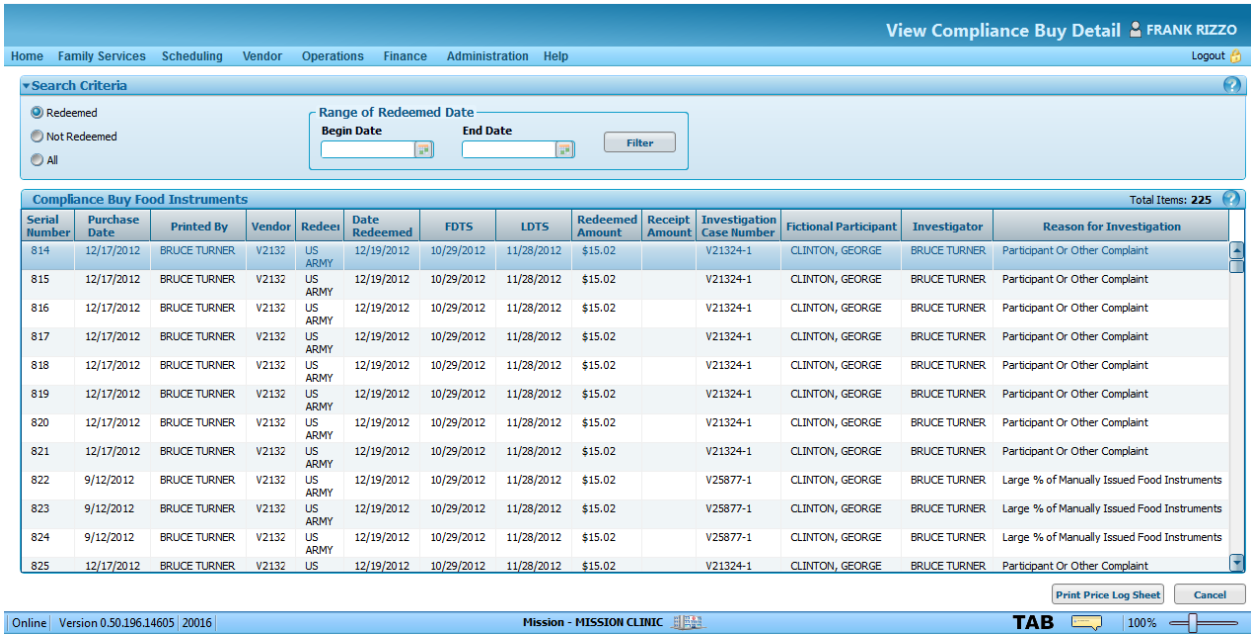
This process includes the following task(s):

Task A. Viewing Compliance Buy Food Instrument Details 8-8

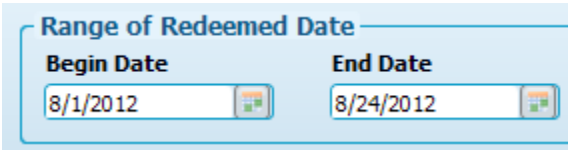
Task A. Viewing Compliance Buy Food Instrument Details

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Compliance Buy → View Activity**. The **View Compliance Buy Detail** screen displays.


View Compliance Buy Detail
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Search Criteria
Redeemed
Not Redeemed
All
Range of Redeemed Date
Begin Date
End Date
Filter
Compliance Buy Food Instruments
Total Items: 225
Serial Number
Purchase Date
Printed By
Vendor
Redeer
Date Redeemed
FDTS
LDTS
Redeemed Amount
Receipt Amount
Investigation Case Number
Fictional Participant
Investigator
Reason for Investigation
814 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
815 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
816 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
817 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
818 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
819 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
820 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
821 12/17/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
822 9/12/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V25877-1 CLINTON, GEORGE BRUCE TURNER Large % of Manually Issued Food Instruments
823 9/12/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V25877-1 CLINTON, GEORGE BRUCE TURNER Large % of Manually Issued Food Instruments
824 9/12/2012 BRUCE TURNER V2132 US ARMY 12/19/2012 10/29/2012 11/28/2012 $15.02 V25877-1 CLINTON, GEORGE BRUCE TURNER Large % of Manually Issued Food Instruments
825 12/17/2012 BRUCE TURNER V2132 US 12/19/2012 10/29/2012 11/28/2012 $15.02 V21324-1 CLINTON, GEORGE BRUCE TURNER Participant Or Other Complaint
Print Price Log Sheet
Cancel
Online
Version 0.50.196.14605 20016
Mission - MISSION CLINIC
TAB
100%

2. Under **Search Criteria**, select **Redeemed**, **Not Redeemed**, or **All**.
   - If **Redeemed** is selected, complete the following under **Range of Redeemed Date**:
     - Enter a **Begin Date**.
     - Enter an **End Date**.



3. Click **Filter**. The **Compliance Buy Food Instruments** grid displays the results of the filter criteria.
4. View the results of the grid.
5. Click **Print Price Log Sheet**. The price log sheet is opened separately as a PDF document.
   - Do one or both of the following:
     - Print the document(s) to a printer for use with compliance buy food instrument pricing.
     - Save the PDF document(s) to your local workstation or to a network drive as necessary.

The PDF document(s) are locked and cannot be edited, however saving a document may make reprinting a copy of the original document more convenient if a replacement is ever needed.

6. Click **Cancel**. You are returned to the **Generate Compliance Buy Food Instrument** screen.

Congratulations!

You have successfully completed the **View Activity** process.

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9- MANAGE VENDOR PORTAL USERS

Manage Vendor Portal Users

This scenario explains the process of managing users.

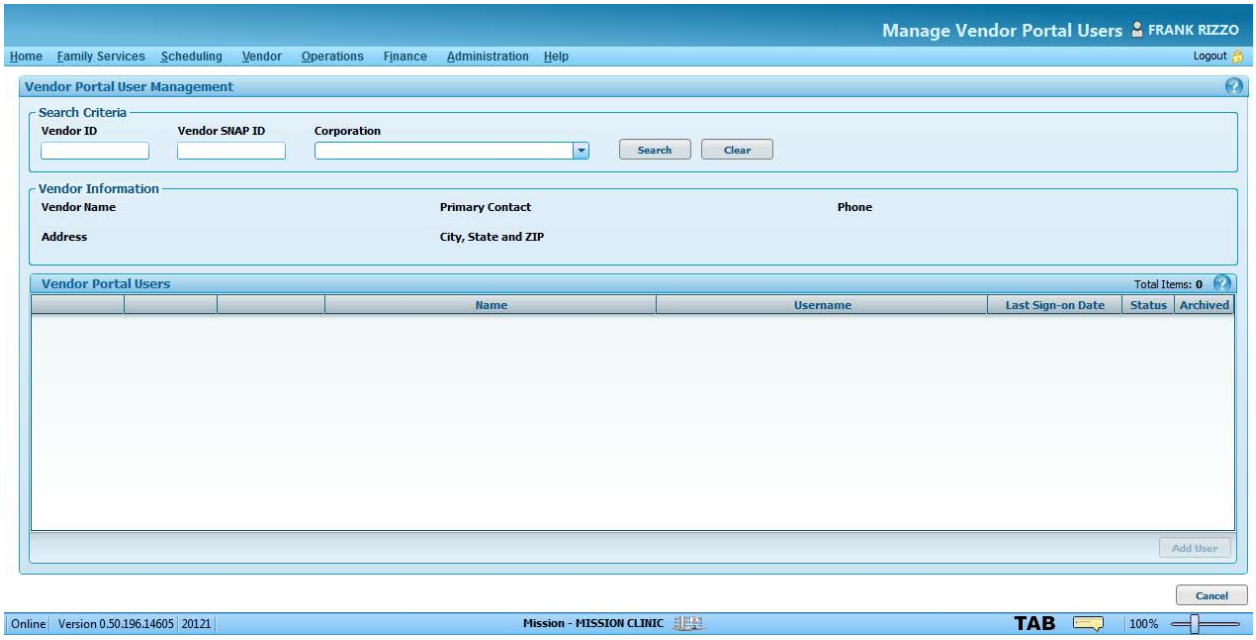
This process includes the following task(s):

Task A. Adding Users, Disabling User, and Resetting Passwords 9-2

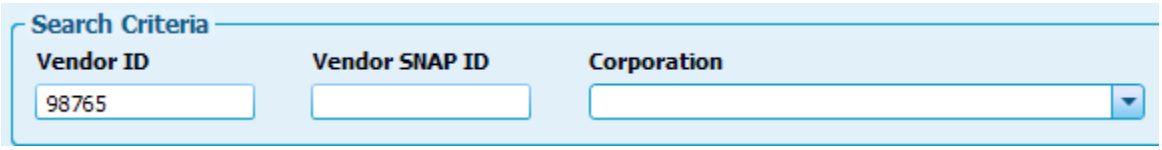
Task A. Adding Users, Disabling User, and Resetting Passwords

Complete the following steps to perform this task:

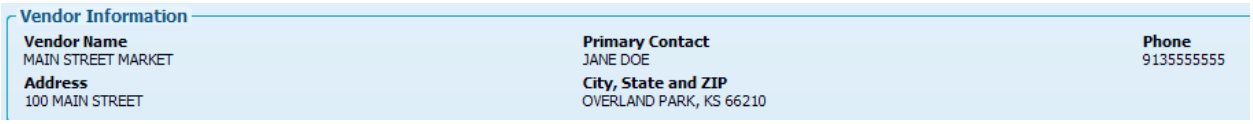
1. From the **Home** screen, go to **Vendor → Manage Vendor Portal Users**. The **Manage Vendor Portal Users** screen displays.



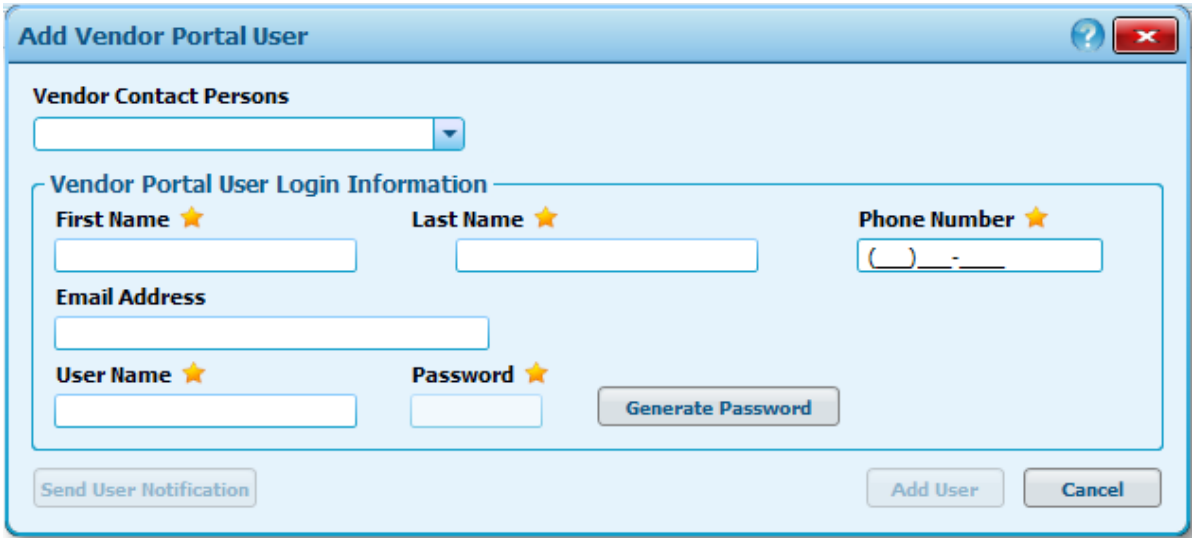
2. Conduct a search for a vendor by completing one or more of the following:
   - Enter a **Vendor ID**.
   - Enter the **Vendor SNAP ID**.
   - Enter or select a **Corporation**.



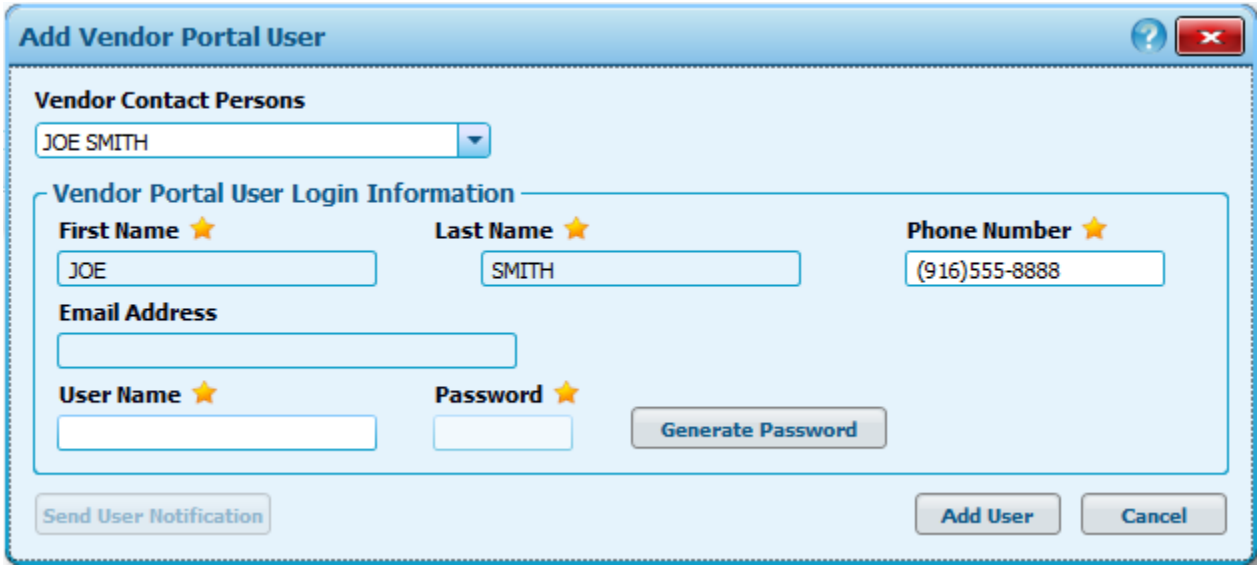
3. Click **Search**. The screen refreshes and displays vendor information.



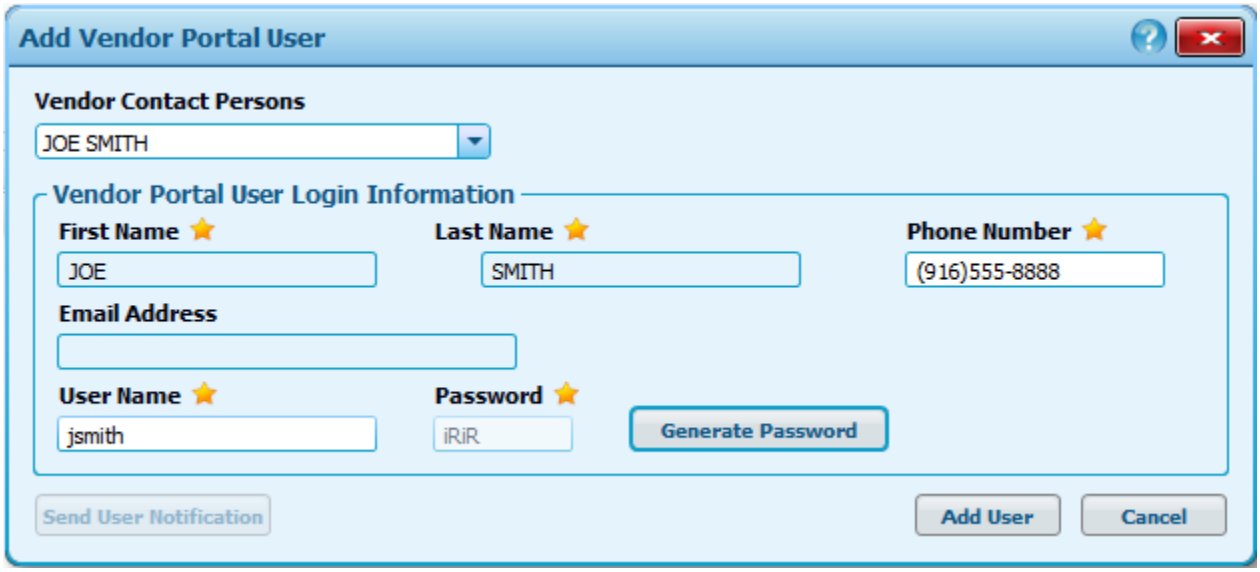
4. Click **Add User**. The **Add Vendor Portal User** screen displays.



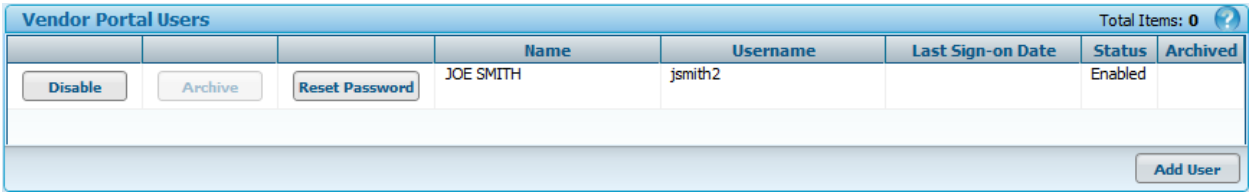
5. Enter or select an individual from the **Vendor Contact Persons** drop down list. The screen refreshes and a number of fields are populated with values.



6. Modify the **Phone Number**, if necessary.
7. Enter a **User Name**.
8. Click **Generate Password**. A temporary password displays.

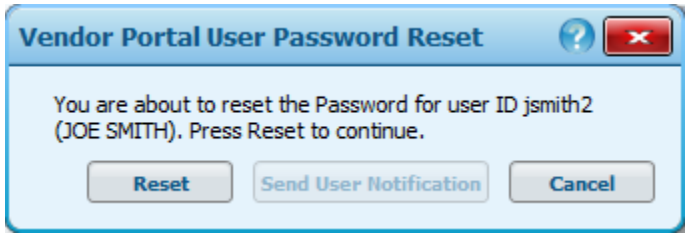


9. Click **Add User**. A status message displays indicating success and you are returned to the **Manage Vendor Portal Users** screen. The user is added to the **Vendor Portal Users** grid and assigned a **Status** of **Enabled**.

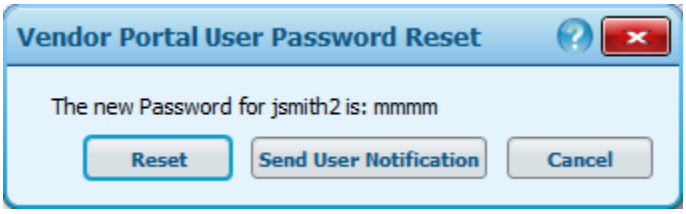


Click Disable to disable a user.

10. As necessary, click **Reset Password** to reset a password. The **Vendor Portal User Password Reset** screen displays.


Vendor Portal User Password Reset
You are about to reset the Password for user ID jsmith2
(JOE SMITH). Press Reset to continue.
Reset
Send User Notification
Cancel

11. Click **Reset** to reset the selected user's password. The screen refreshes and displays the user's new password.



12. Once a reset is completed, click **Send User Notification** to notify the user of the change.
13. Click **Cancel** to return to the **Manage Vendor Portal Users** screen.

Congratulations!

You have successfully completed the **Manage Vendor Portal Users** process.

Using the Vendor Portal

This scenario explains the process of logging into the Vendor Portal.

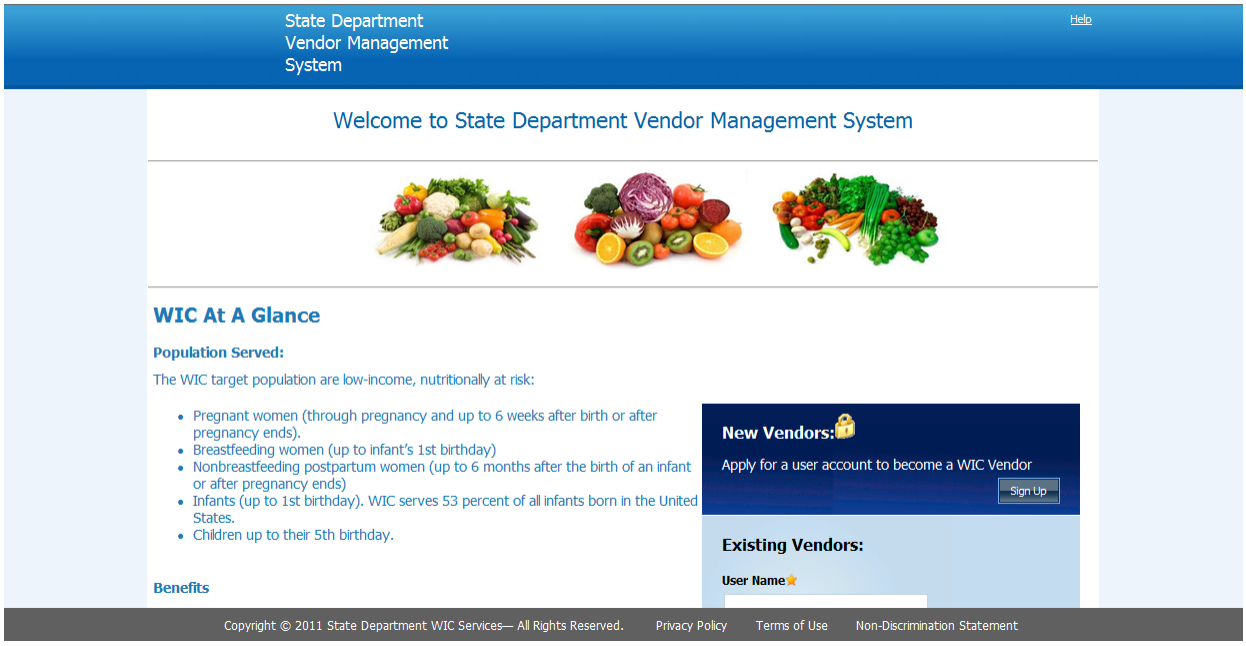
This process includes the following task(s):

Task A. Creating a User Account 9-7
Task B. Logging into the Vendor Portal 9-11
Task C. Changing Passwords 9-13
Task D. Editing the User Account 9-15
Task E. Adding and Disabling Users 9-17
Task F. Completing Vendor Applications 9-20
Task G. Completing Price Surveys 9-25
Task H. Registering for (or Canceling) Vendor Training 9-27

Task A. Creating a User Account

Complete the following steps to perform this task:

1. Access the **Vendor Portal Home** screen.


State Department
Vendor Management
System
Help
Welcome to State Department Vendor Management System
WIC At A Glance
Population Served:
The WIC target population are low-income, nutritionally at risk:
Pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends).
Breastfeeding women (up to infant's 1st birthday)
Nonbreastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends)
Infants (up to 1st birthday). WIC serves 53 percent of all infants born in the United States.
Children up to their 5th birthday.
Benefits
New Vendors:
Apply for a user account to become a WIC Vendor
Sign Up
Existing Vendors:
User Name
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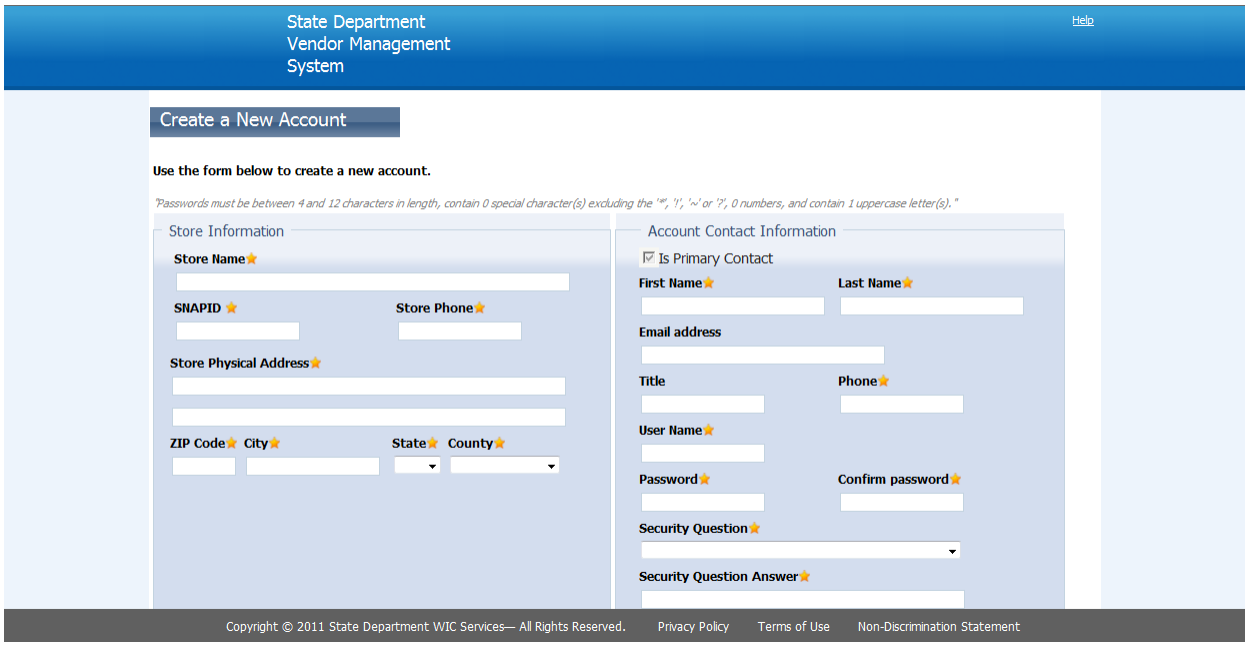
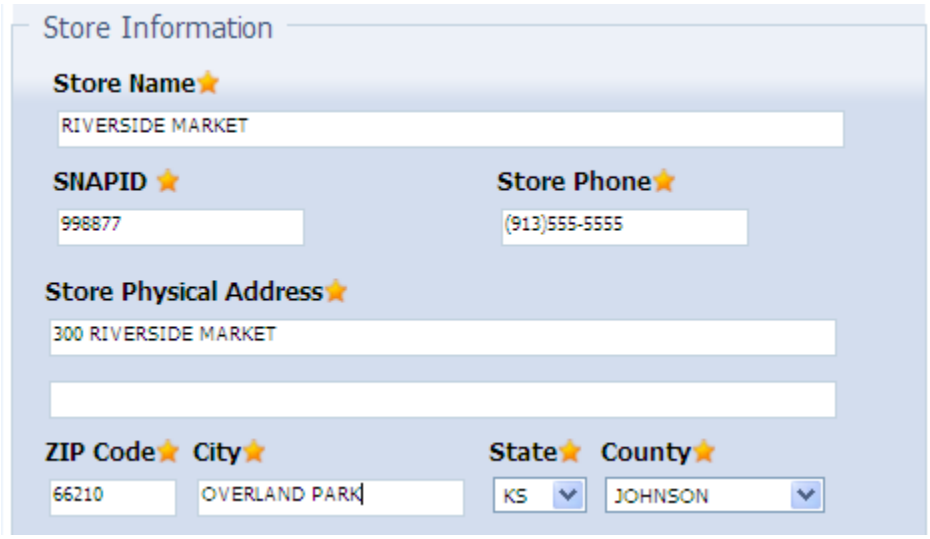
2. Under **New Vendors**, click **Sign Up**. The **Create a New Account** screen displays.



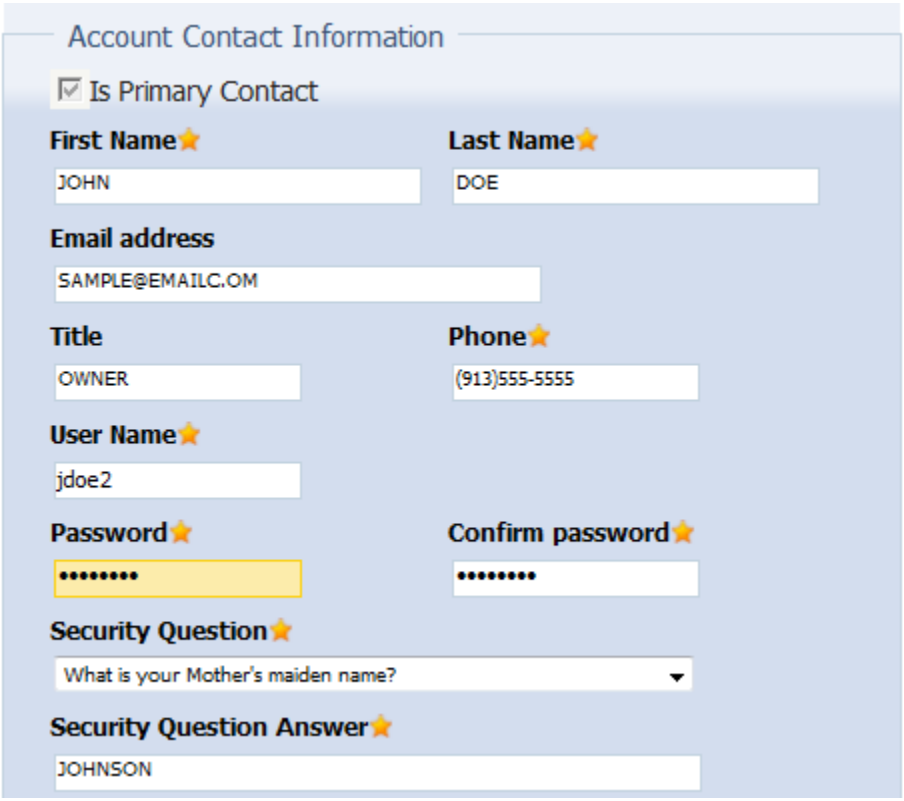
3. Enter the **Store Name**.
4. Enter the **SNAPID**.
5. Enter the **Store Phone**.
6. Enter the **Store Physical Address**.
7. Enter the **ZIP Code**.

Upon entering the ZIP Code, the City, State, and County are populated automatically.

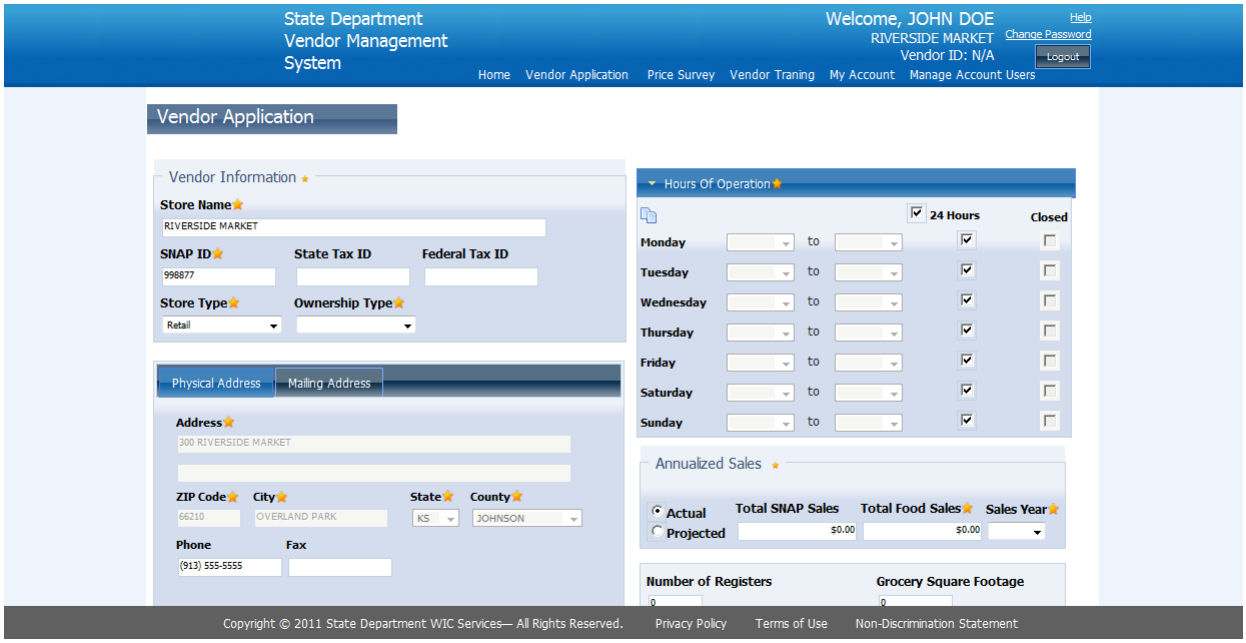
8. Enter the **City**.
9. Enter or select the **State**.
10. Enter or select the **County**.



11. Enter the **First Name**.
12. Enter the **Last Name**.
13. Enter the **Email Address**.
14. Enter the **Title**.
15. Enter the **Phone**.
16. Enter the **User Name**.
17. Enter the **Password**.
18. Enter the **Confirm Password**.
19. Enter or select a **Security Question**.
20. Enter a **Security Question Answer**.



21. Click **Register**. The **Vendor Application** screen displays.

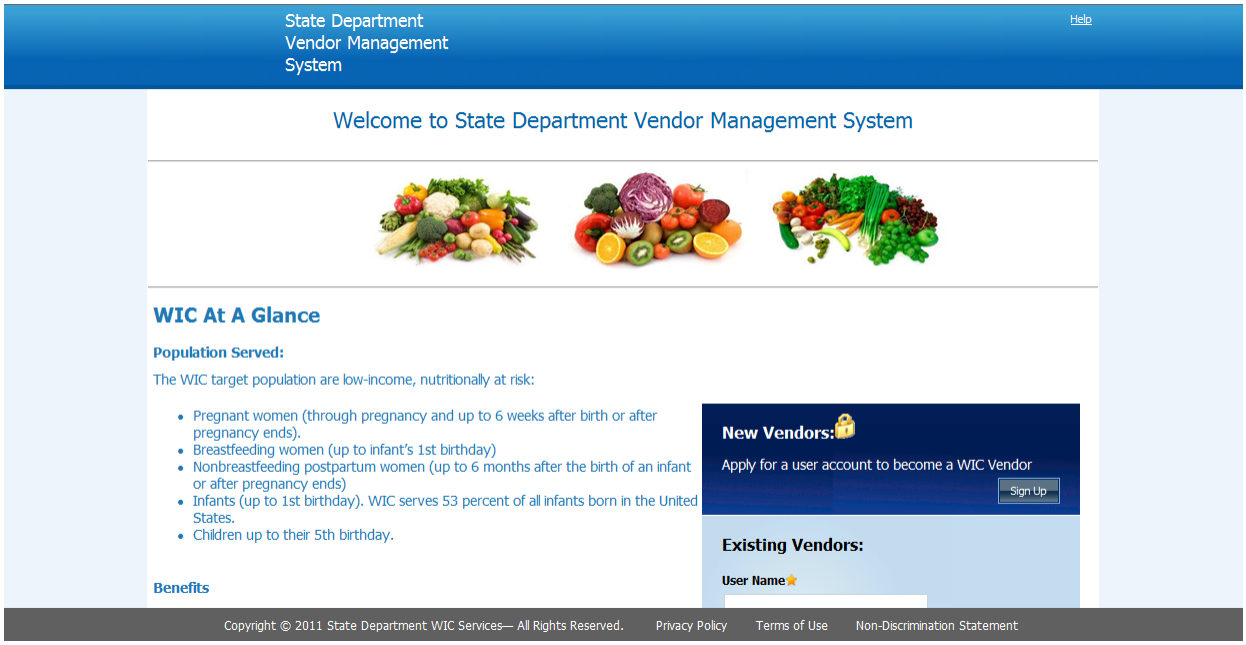


At this point, the online user account has been created.

Task B. Logging into the Vendor Portal

Complete the following steps to perform this task:

1. Access the **Vendor Portal Home** screen.


State Department
Vendor Management
System
Help
Welcome to State Department Vendor Management System
WIC At A Glance
Population Served:
The WIC target population are low-income, nutritionally at risk:
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Existing Vendors:
User Name
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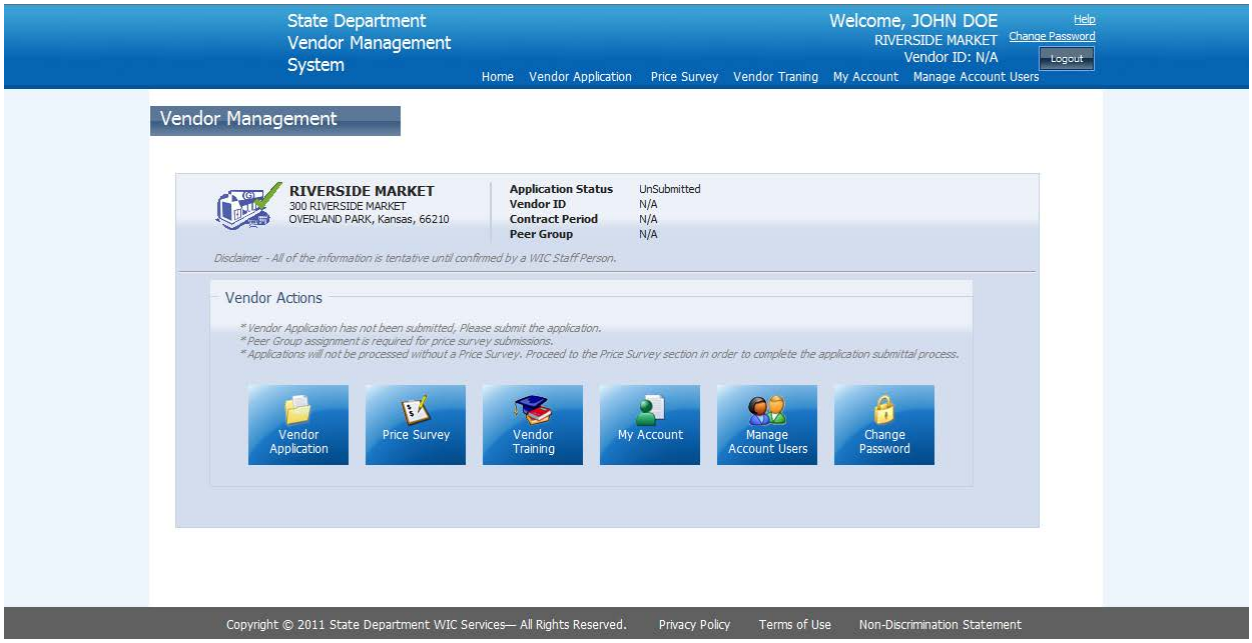
2. Under **Existing Vendors**, complete the following:
   - Enter the **User Name**.
   - Enter the **Password**.
3. Click **Log On**. The **Vendor Management** screen displays.



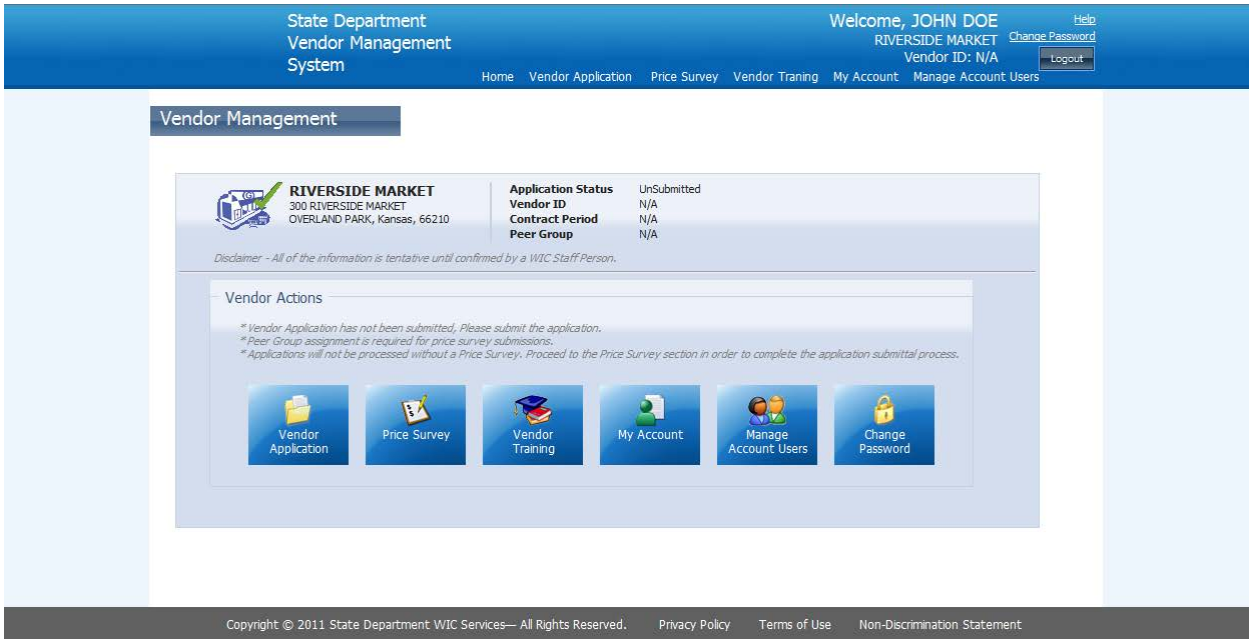
The Vendor Management screen enables users to do the following:

- Change Passwords
- Complete Vendor Applications
- Complete Price Surveys
- View Training Notifications and register for Vendor Training
- Manage Vendor Accounts
- Manage Account Users

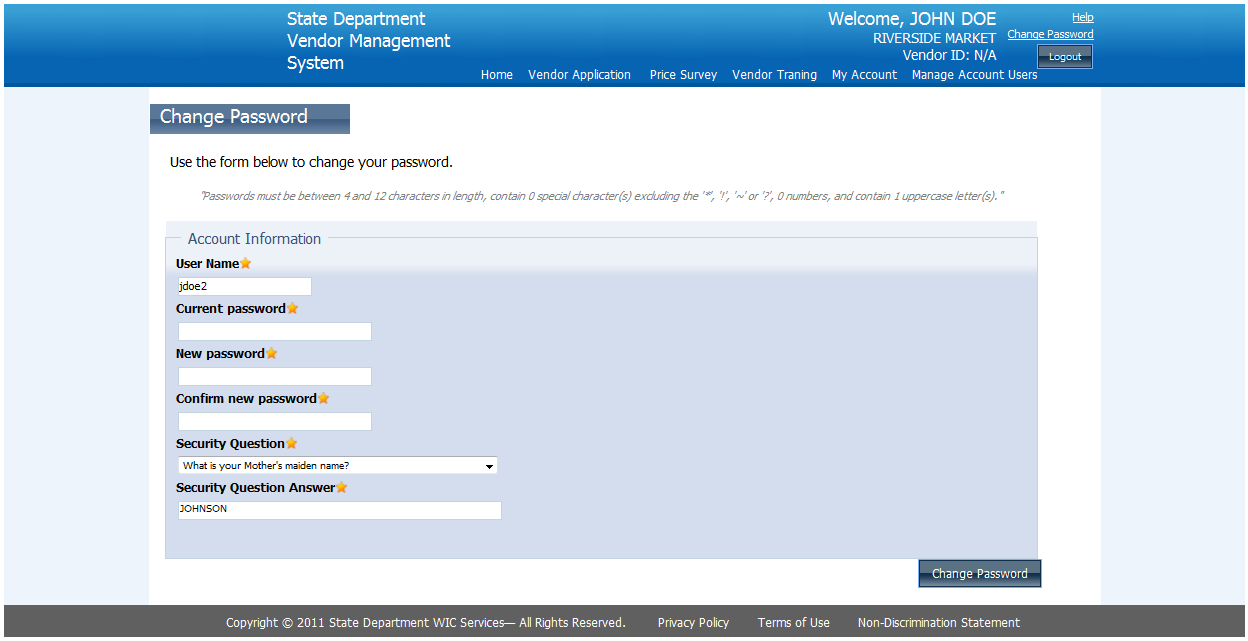
Task C. Changing Passwords

Complete the following steps to perform this task:

1. Log in to the **Vendor Portal**.



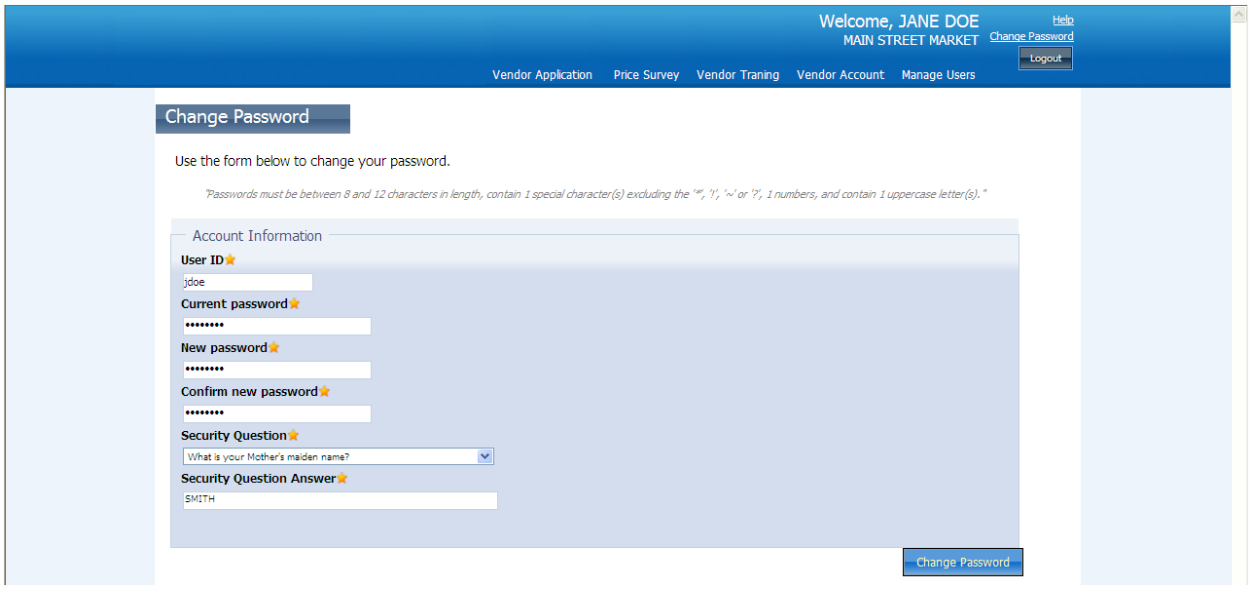
2. From the **Vendor Management** screen, click **Change Password**. The **Change Password** screen displays.



3. Enter the **Current password**.
4. Enter the **New password**.

> Upon entering the New password and tabbing off of the field, the application verifies that the new password meets password requirements. Password rules are displayed near the top of the Change Password screen.

5. Enter the **Confirm new password**.
6. Select a **Security Question**.
7. Enter the **Security Question Answer**.

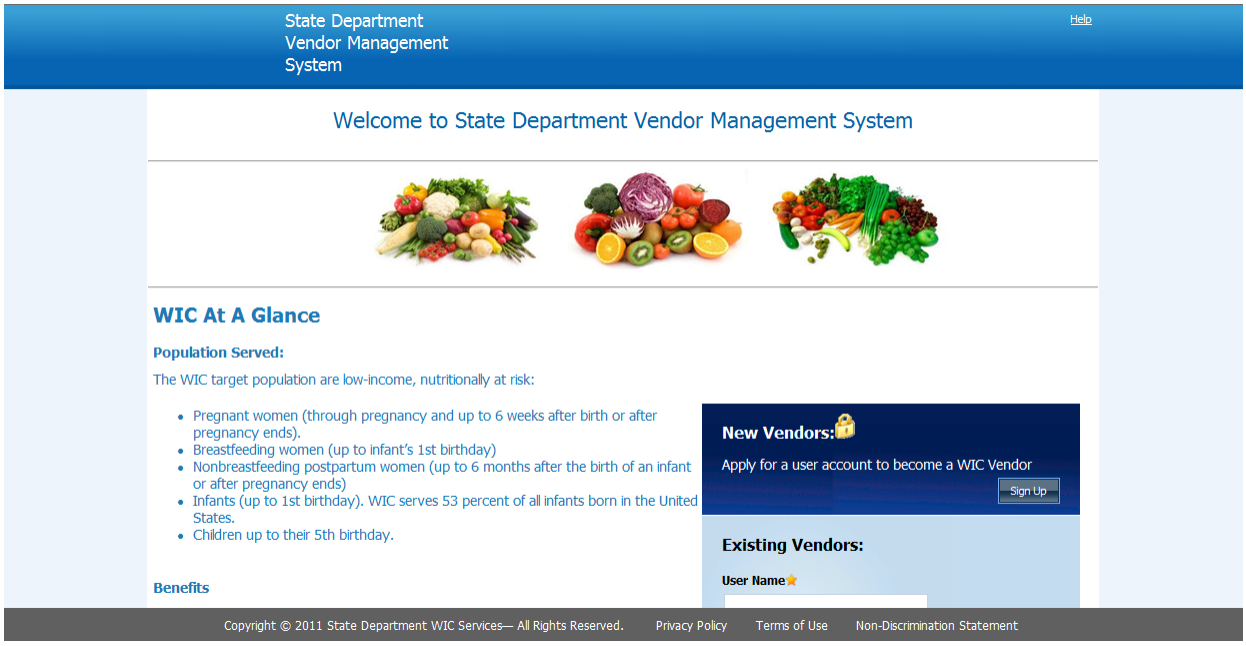


8. Click **Change Password**. A status message displays indicating success.

Task D. Editing the User Account

Complete the following steps to perform this task:

1. Access the **Vendor Portal Home** screen.


State Department
Vendor Management
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Help
Welcome to State Department Vendor Management System
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Sign Up
Existing Vendors:
User Name
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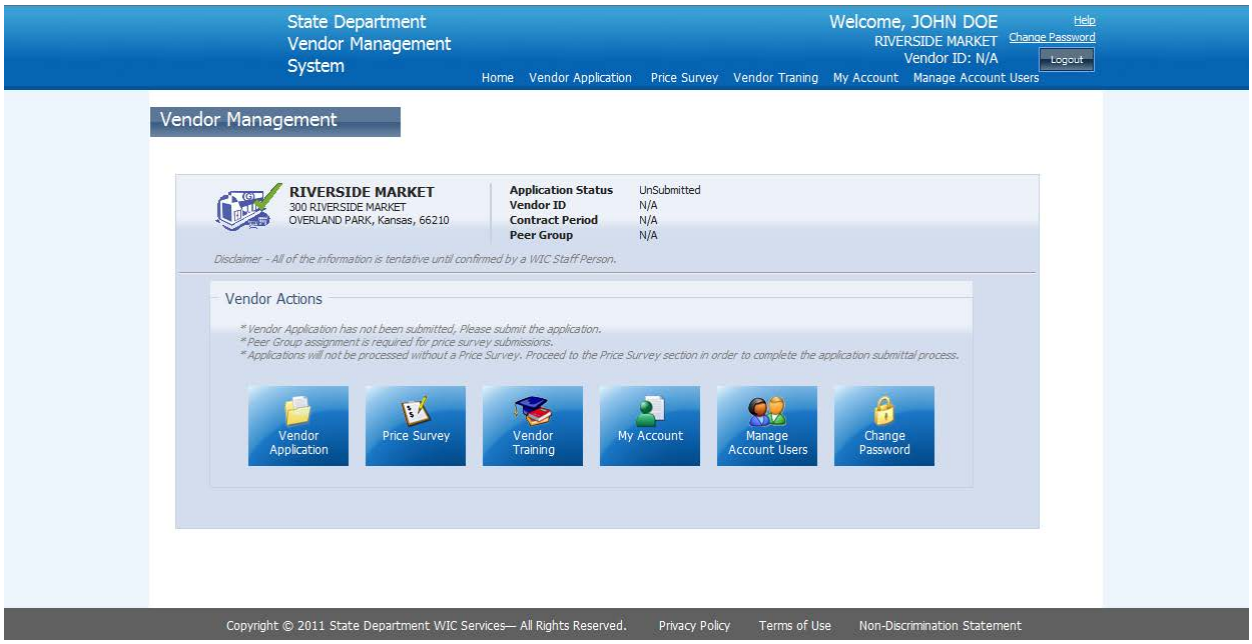
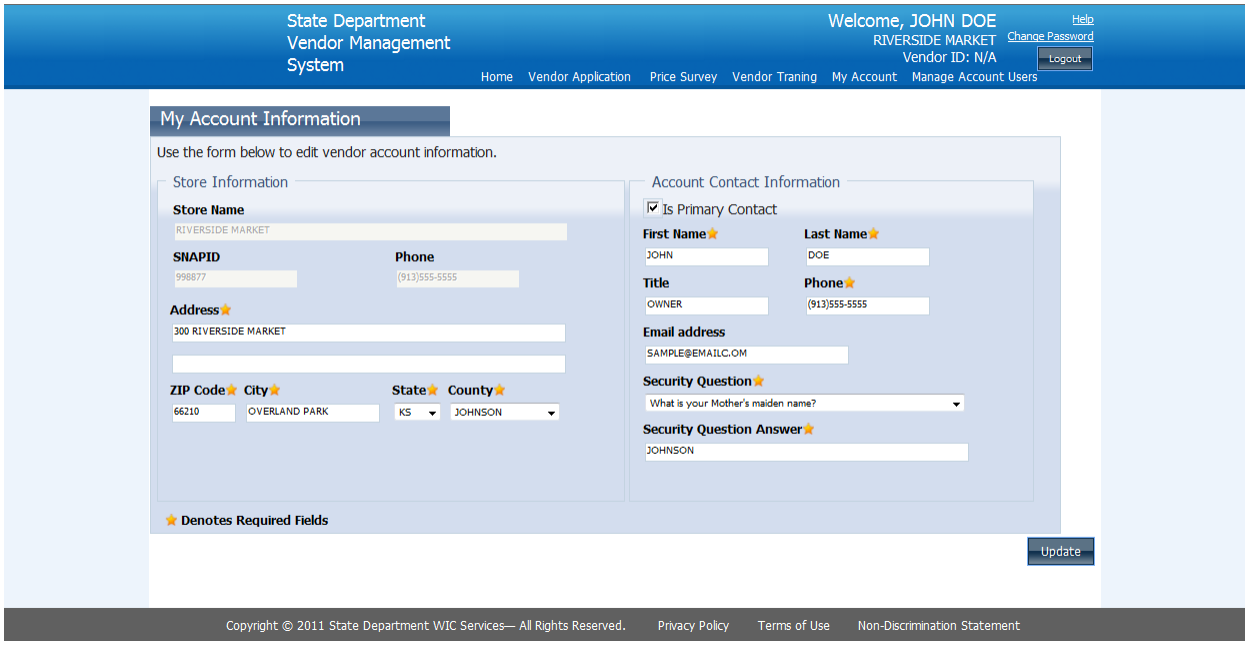
2. Log in to the **Vendor Portal**. The **Vendor Management** screen displays.



3. Click **My Account**. The **My Account Information** screen displays.

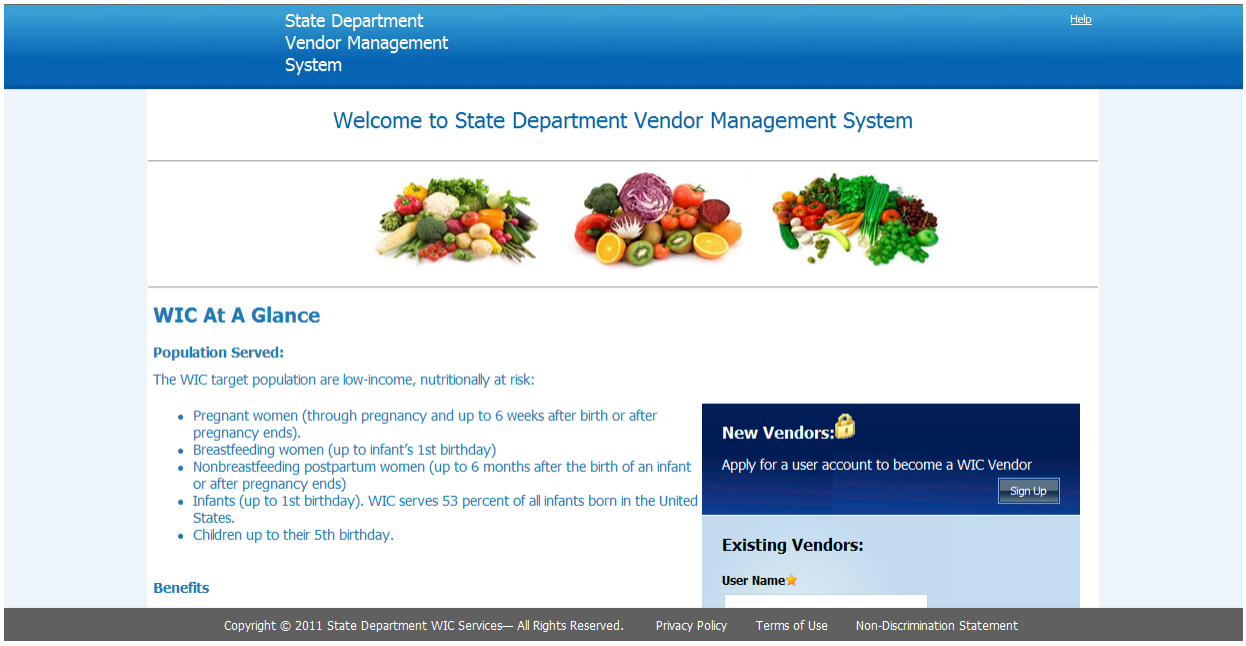


4. Update the **Store Information** and **Account Contact Information** as necessary.
5. Click **Update**. Changes are processed and you are returned to the **Vendor Management** screen.

Task E. Adding and Disabling Users

Complete the following steps to perform this task:

1. Access the **Vendor Portal Home** screen.


State Department
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Existing Vendors:
User Name
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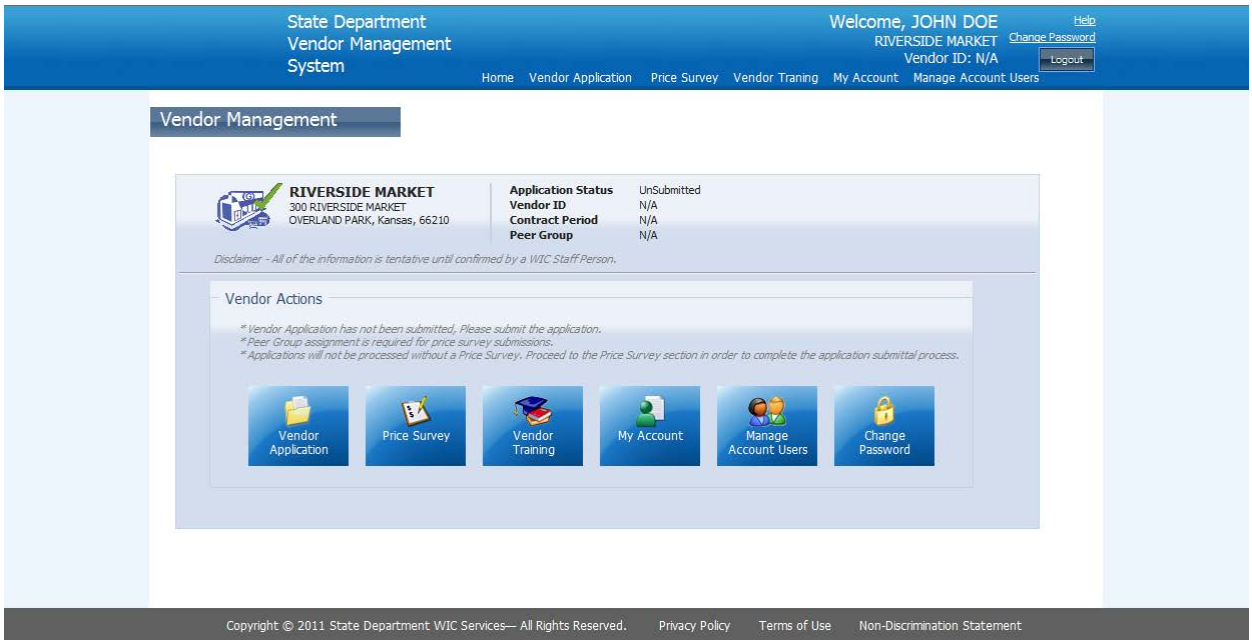
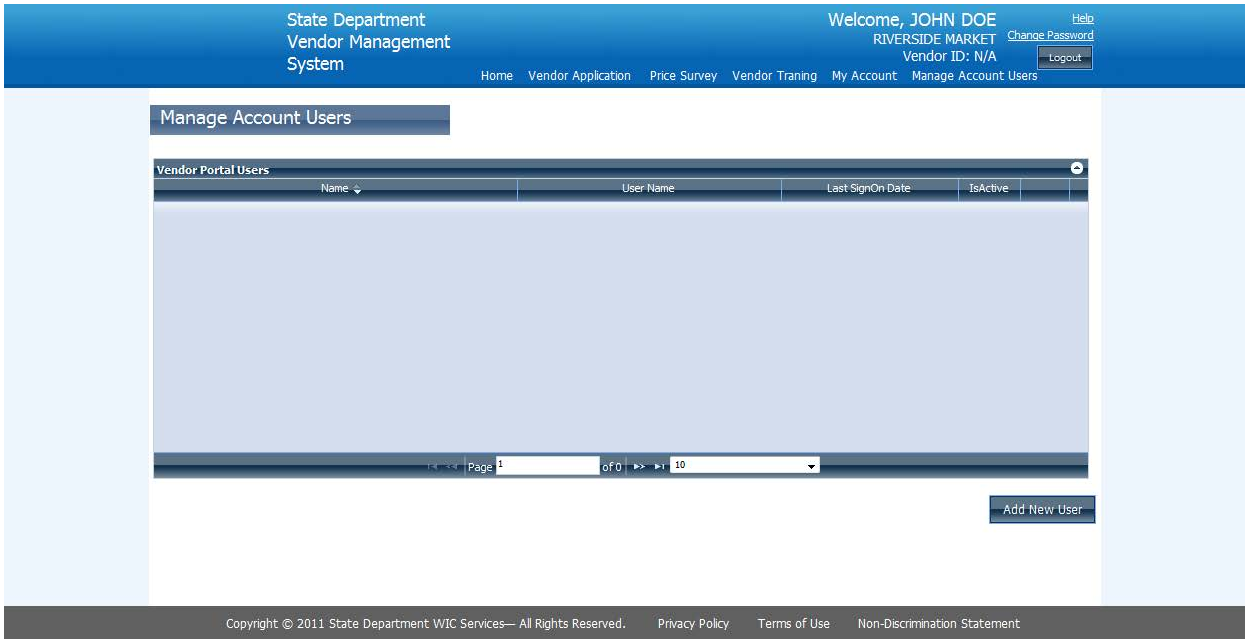
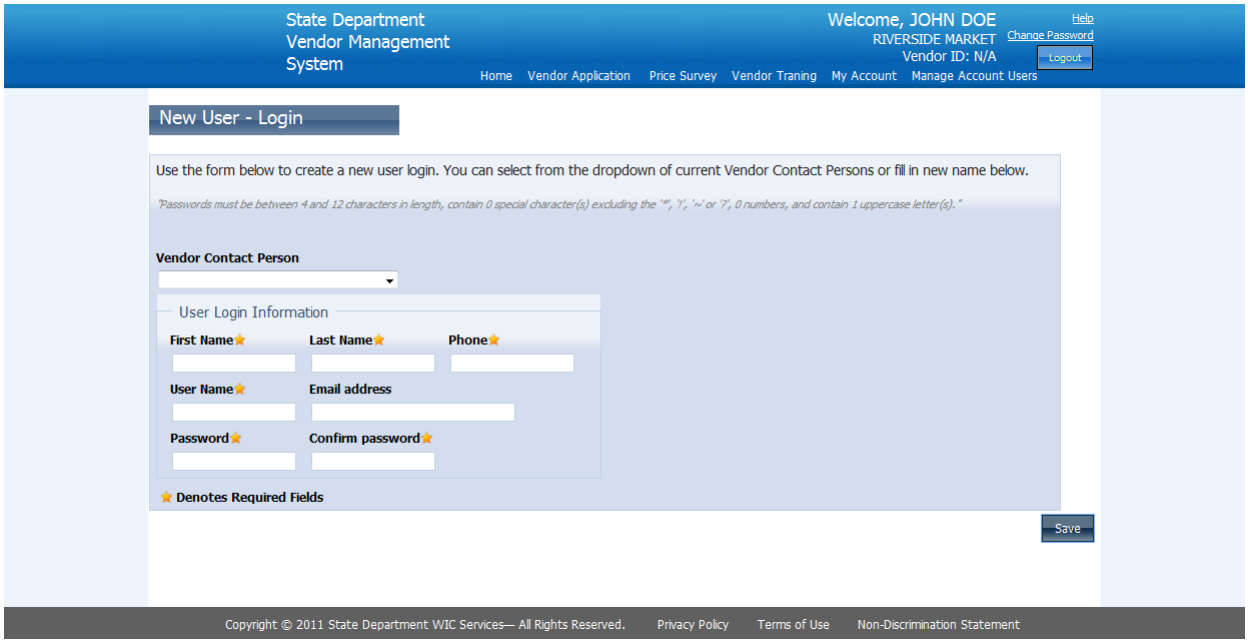
2. Log in to the **Vendor Portal**. The **Vendor Management** screen displays.



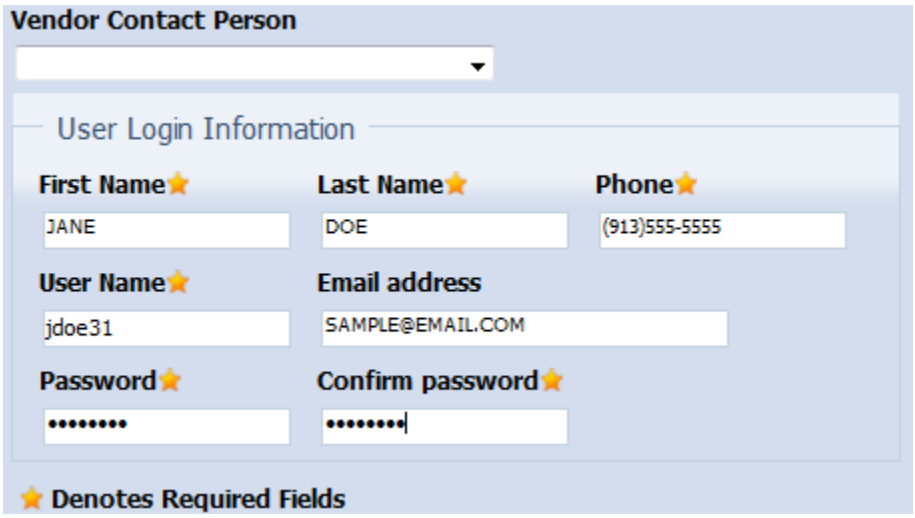
3. Click **Manage Account Users**. The **Manage Account Users** screen displays.



4. Click **Add New User**. The **New User – Login** screen displays.



5. Enter or select a **Vendor Contact Person**.
6. Enter the **First Name**.
7. Enter the **Last Name**.
8. Enter the **Phone**.
9. Enter a **User Name**.
10. Enter an **Email address**.
11. Enter a **Password**.
12. Enter a **Confirm Password**.



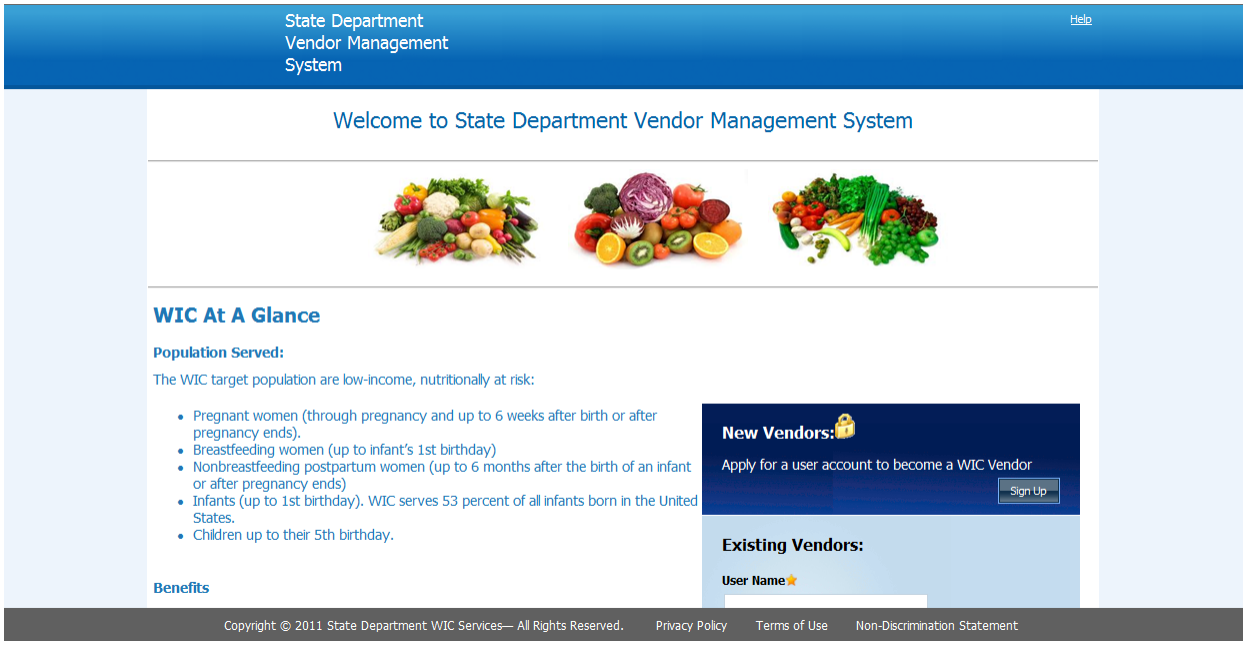
13. Click **Save**. You are returned to the **Manage Account Users** screen and the newly added user is displayed.

The IsActive column is selected for the users. To deactivate a user, unselect the check box.

Task F. Completing Vendor Applications

Complete the following steps to perform this task:

1. Access the **Vendor Portal Home** screen.


State Department
Vendor Management
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Help
Welcome to State Department Vendor Management System
WIC At A Glance
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Existing Vendors:
User Name
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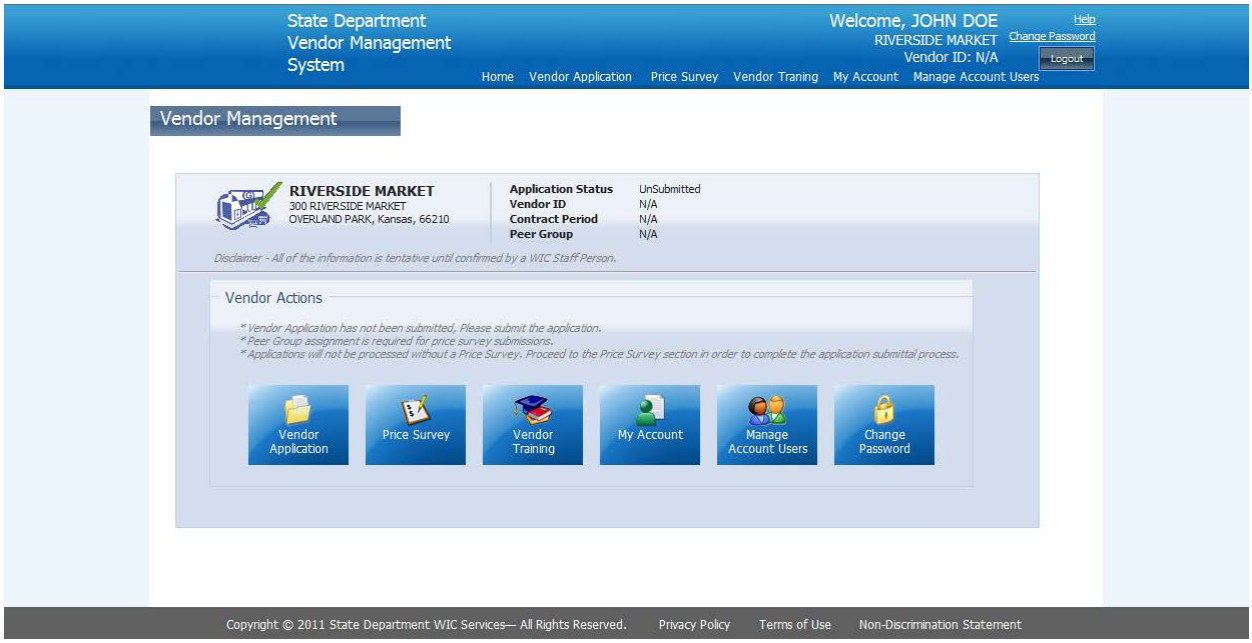
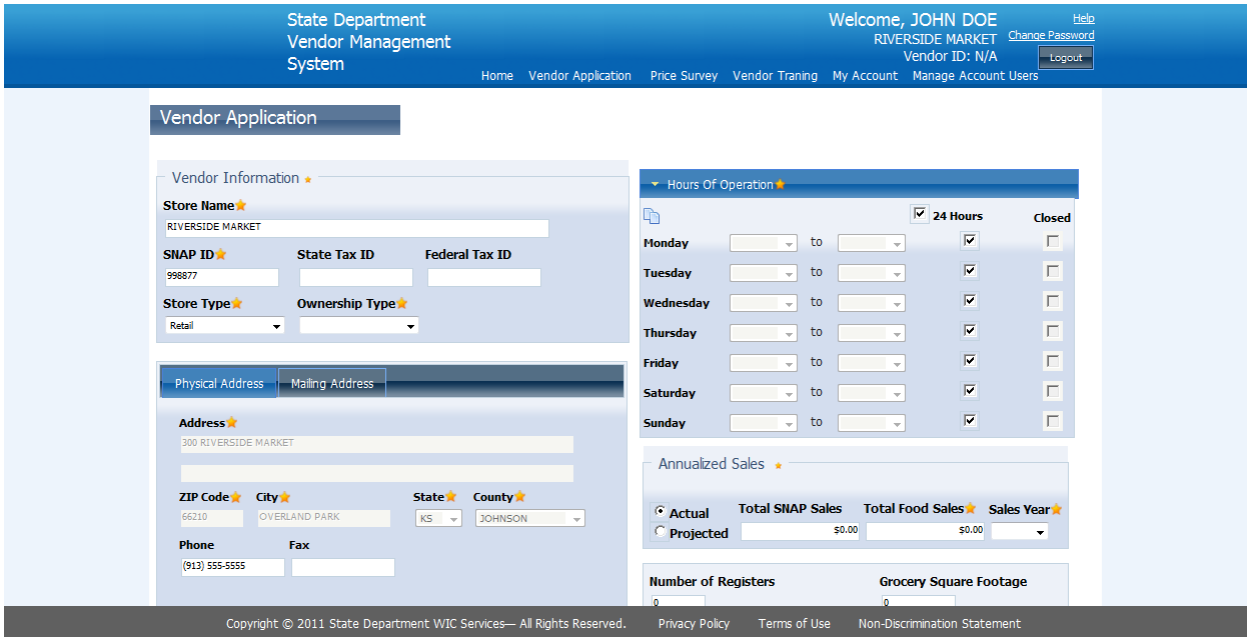
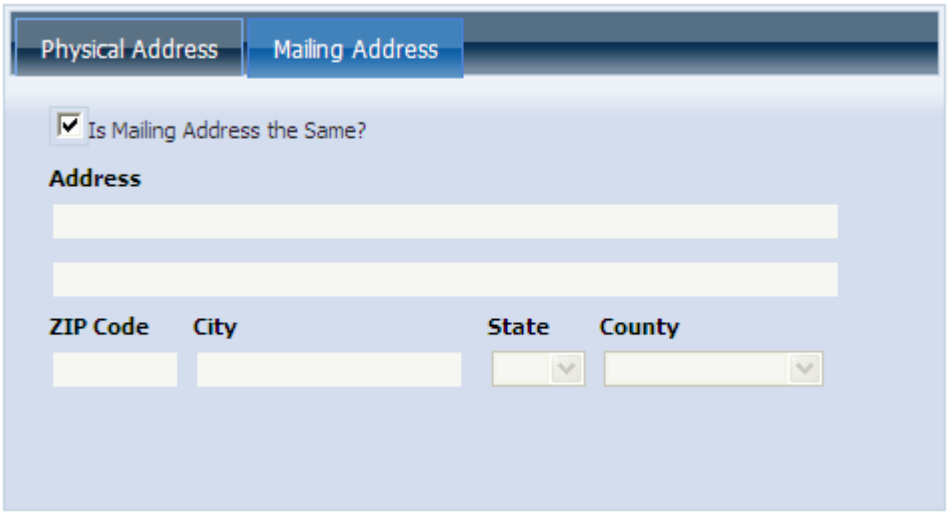
2. Log in to the **Vendor Portal**. The **Vendor Management** screen displays.



3. Click **Vendor Application**. The **Vendor Application** screen displays

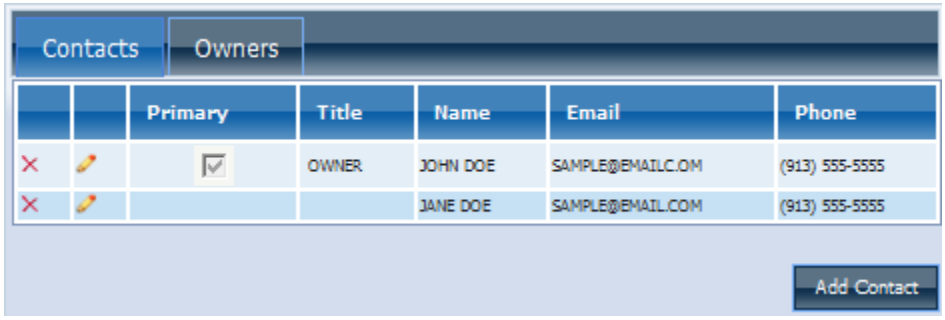


4. Enter the **State Tax ID**.
5. Enter the **Federal Tax ID**.
6. Enter or select the **Ownership Type**.
7. Click the **Mailing Address** tab to verify mailing information.

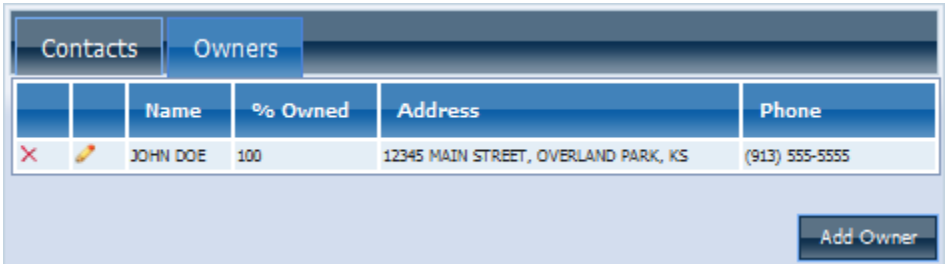


Select the Is Mailing Address the Same? check box if the mailing address is the same as the physical address. If not, unselect the check box and complete the mailing information.

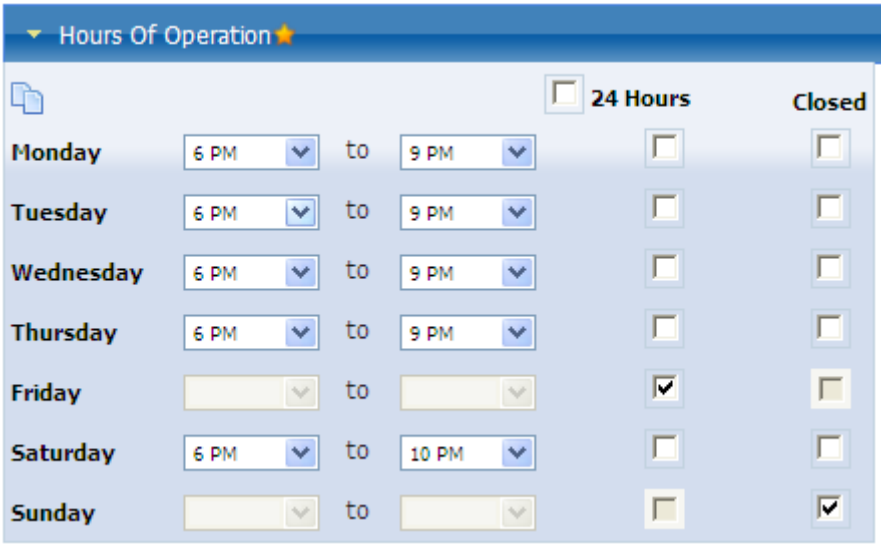
8. On the **Contacts** tab, click **Add Contact** to update the list of contacts as necessary.



9. On the **Owners** tab, click **Add Owner** to update the list of owners as necessary.



10. Enter the location's **Hours of Operation**.

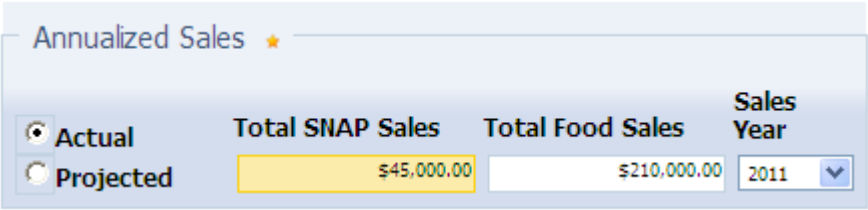

Hours Of Operation
24 Hours
Closed
Monday 6 PM to 9 PM
Tuesday 6 PM to 9 PM
Wednesday 6 PM to 9 PM
Thursday 6 PM to 9 PM
Friday to
Saturday 6 PM to 10 PM
Sunday to

Enter hours for Monday and then select the note page icon ( ) to apply the Monday's hours to the rest of the week.

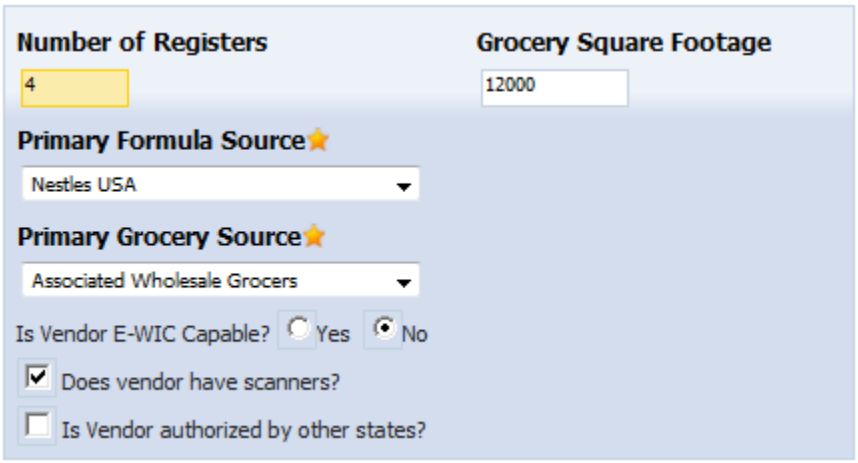
Select the 24 Hours check box for each day of the week the location is open 24 hours a day.

Select the Closed check box for each day of the week the location is closed.

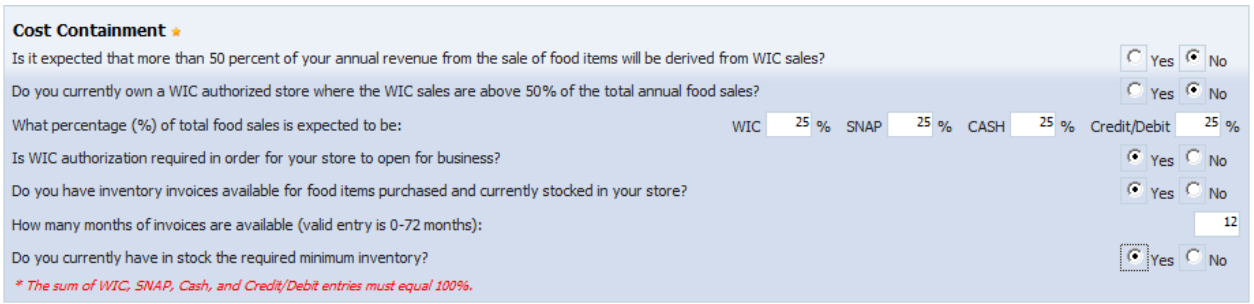
11. Under **Annualized Sales**, select either **Actual** or **Projected** then complete the following:
    - Enter **Total SNAP Sales**.
    - Enter **Total Food Sales**.
    - Enter or select the **Sales Year**.



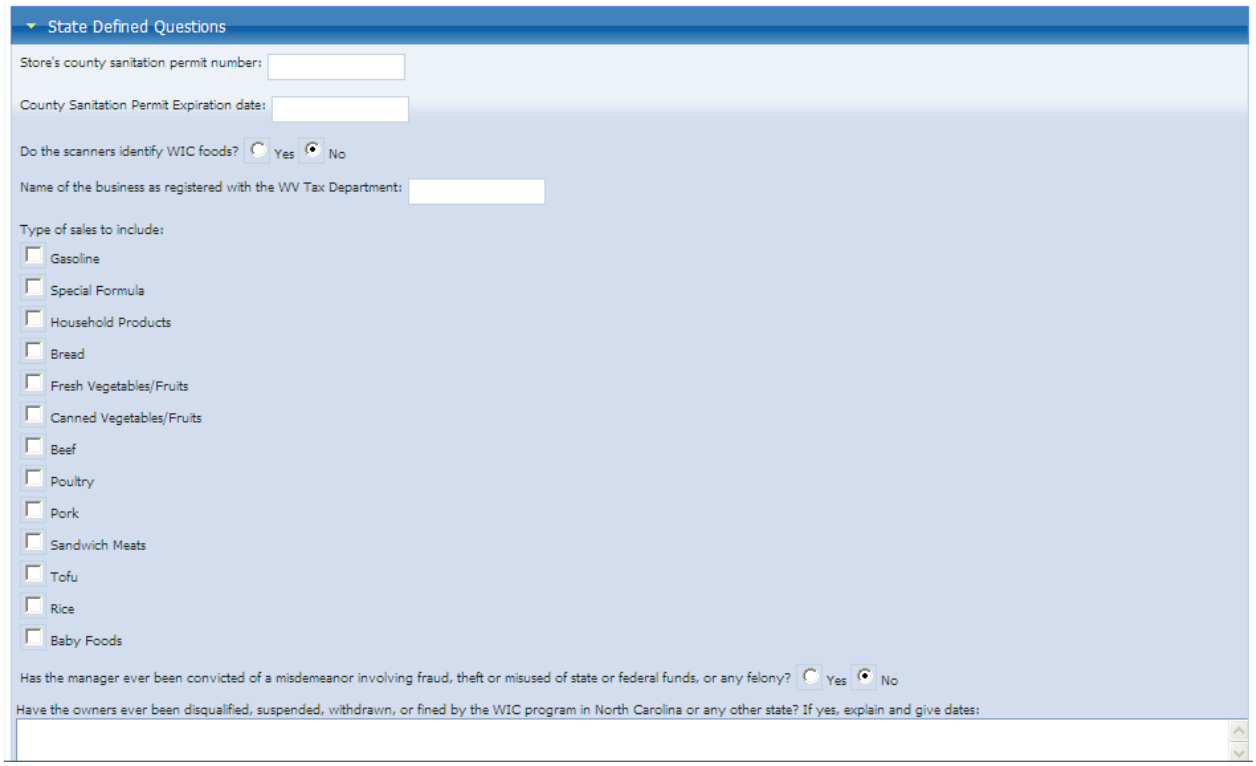
12. Enter the **Number of Registers**.
13. Enter the **Grocery Square Footage**.
14. Enter or select the **Primary Formula Source**.
15. Enter or select the **Primary Grocery Source**.
16. Select either **Yes** or **No** for **Is Vendor E-WIC Capable**.
17. Select the **Does vendor have scanners** check box, if applicable.
18. Select the **Is Vendor authorized by other states** check box, if applicable.



19. Under **Cost Containment**, enter responses to the questions listed, as applicable.

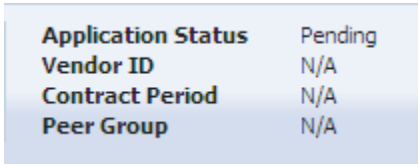

Cost Containment
Is it expected that more than 50 percent of your annual revenue from the sale of food items will be derived from WIC sales?
Yes
No
Do you currently own a WIC authorized store where the WIC sales are above 50% of the total annual food sales?
Yes
No
What percentage (%) of total food sales is expected to be:
WIC 25 % SNAP 25 % CASH 25 % Credit/Debit 25 %
Is WIC authorization required in order for your store to open for business?
Yes
No
Do you have inventory invoices available for food items purchased and currently stocked in your store?
Yes
No
How many months of invoices are available (valid entry is 0-72 months):
12
Do you currently have in stock the required minimum inventory?
Yes
No
* The sum of WIC, SNAP, Cash, and Credit/Debit entries must equal 100%.

20. Expand and complete the **State Defined Questions** section of the screen.


State Defined Questions
Store's county sanitation permit number:
County Sanitation Permit Expiration date:
Do the scanners identify WIC foods? Yes No
Name of the business as registered with the WV Tax Department:
Type of sales to include:
Gasoline
Special Formula
Household Products
Bread
Fresh Vegetables/Fruits
Canned Vegetables/Fruits
Beef
Poultry
Pork
Sandwich Meats
Tofu
Rice
Baby Foods
Has the manager ever been convicted of a misdemeanor involving fraud, theft or misused of state or federal funds, or any felony? Yes No
Have the owners ever been disqualified, suspended, withdrawn, or fined by the WIC program in North Carolina or any other state? If yes, explain and give dates:

21. Do one of the following:

- To save your progress: click **Save**. You are returned to the **Vendor Management** screen.
- To submit the application: click **Submit**. You are returned to the **Vendor Management** screen.



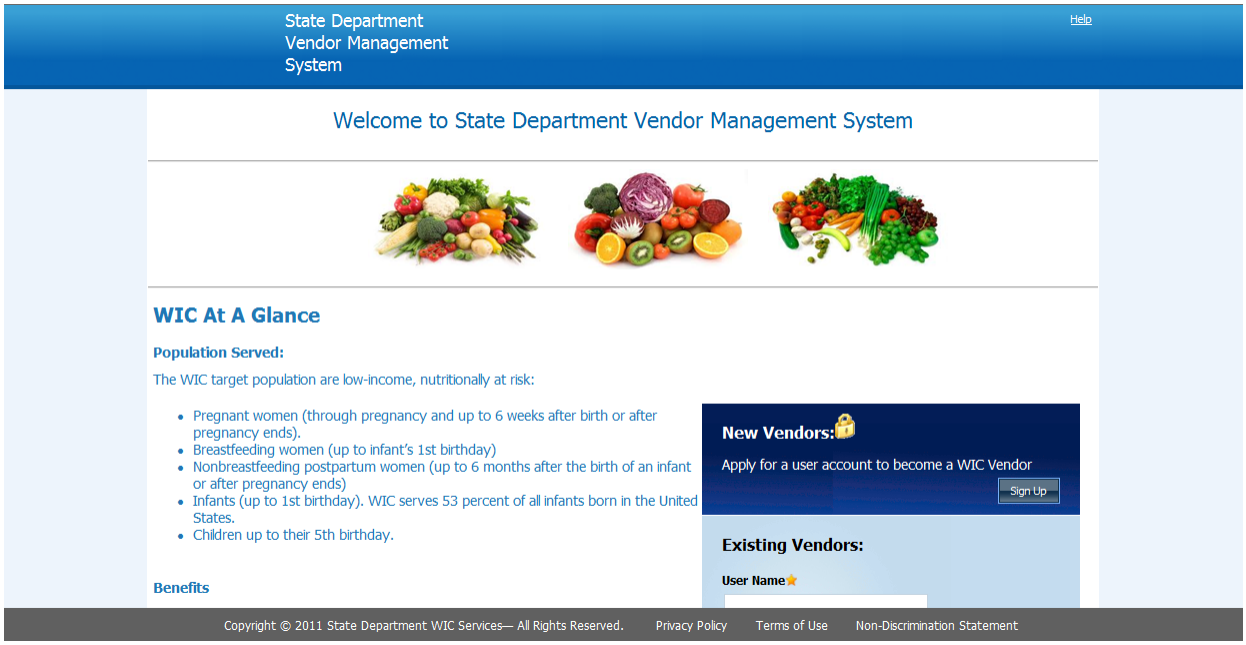
An application that has been submitted is assigned an Application Status of Pending.

Both the Vendor Application and the Price Survey must be completed and submitted before an application can be processed.

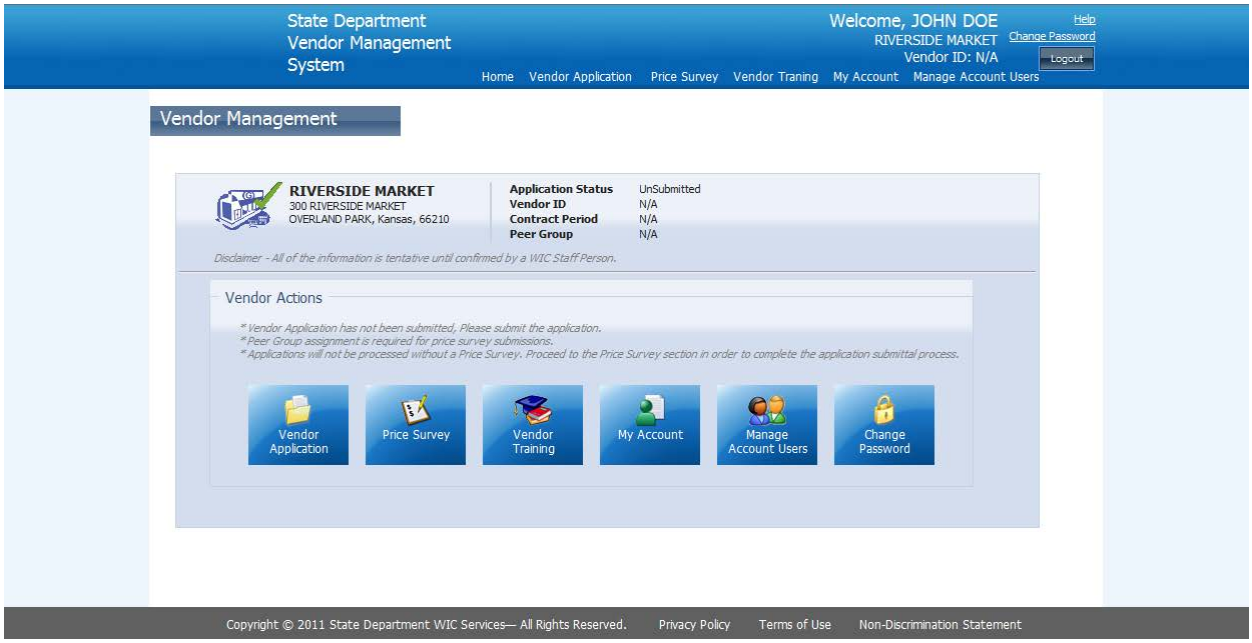
Task G. Completing Price Surveys

Complete the following steps to perform this task:

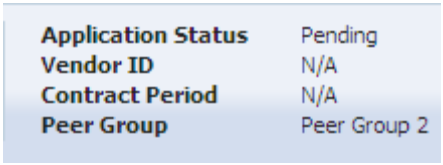
1. Access the **Vendor Portal Home** screen.


State Department
Vendor Management
System
Help
Welcome to State Department Vendor Management System
WIC At A Glance
Population Served:
The WIC target population are low-income, nutritionally at risk:
Pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends).
Breastfeeding women (up to infant's 1st birthday)
Nonbreastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends)
Infants (up to 1st birthday). WIC serves 53 percent of all infants born in the United States.
Children up to their 5th birthday.
Benefits
New Vendors:
Apply for a user account to become a WIC Vendor
Sign Up
Existing Vendors:
User Name
Copyright © 2011 State Department WIC Services— All Rights Reserved.
Privacy Policy
Terms of Use
Non-Discrimination Statement

2. Log in to the **Vendor Portal**. The **Vendor Management** screen displays.

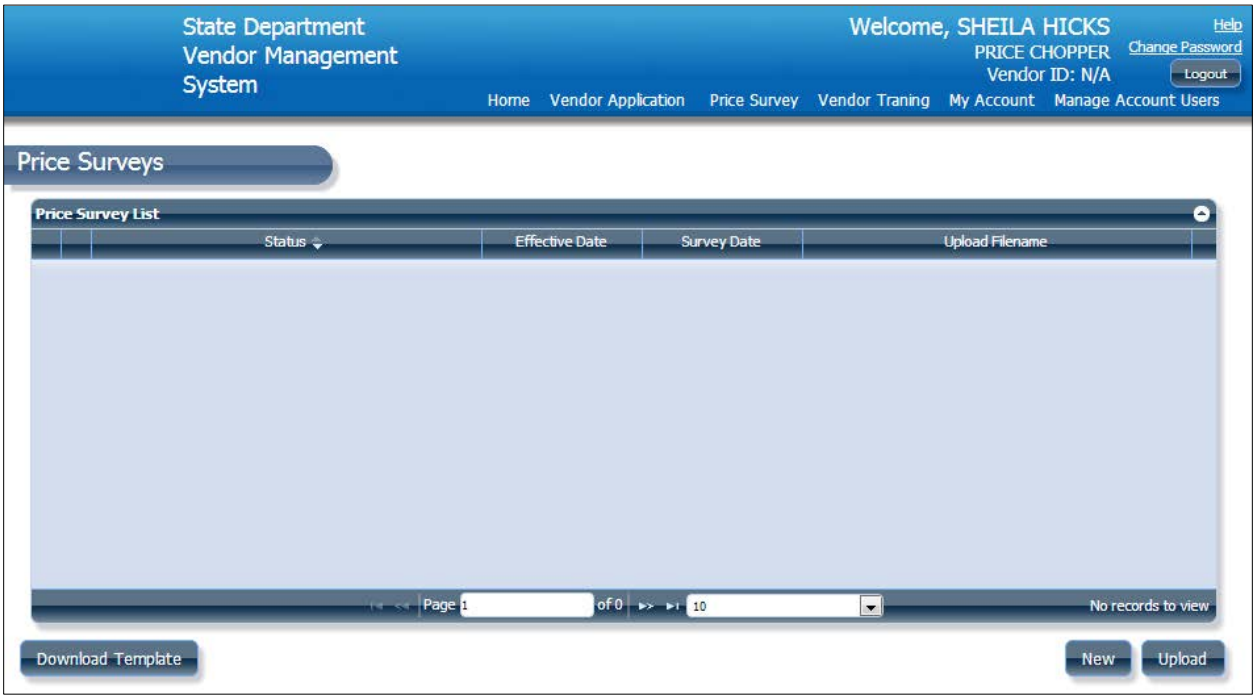


3. Verify that a peer group has been assigned.



A peer group must be assigned to a vendor before a price survey can be completed.

4. Click **Price Survey**. The **Price Surveys** screen displays.



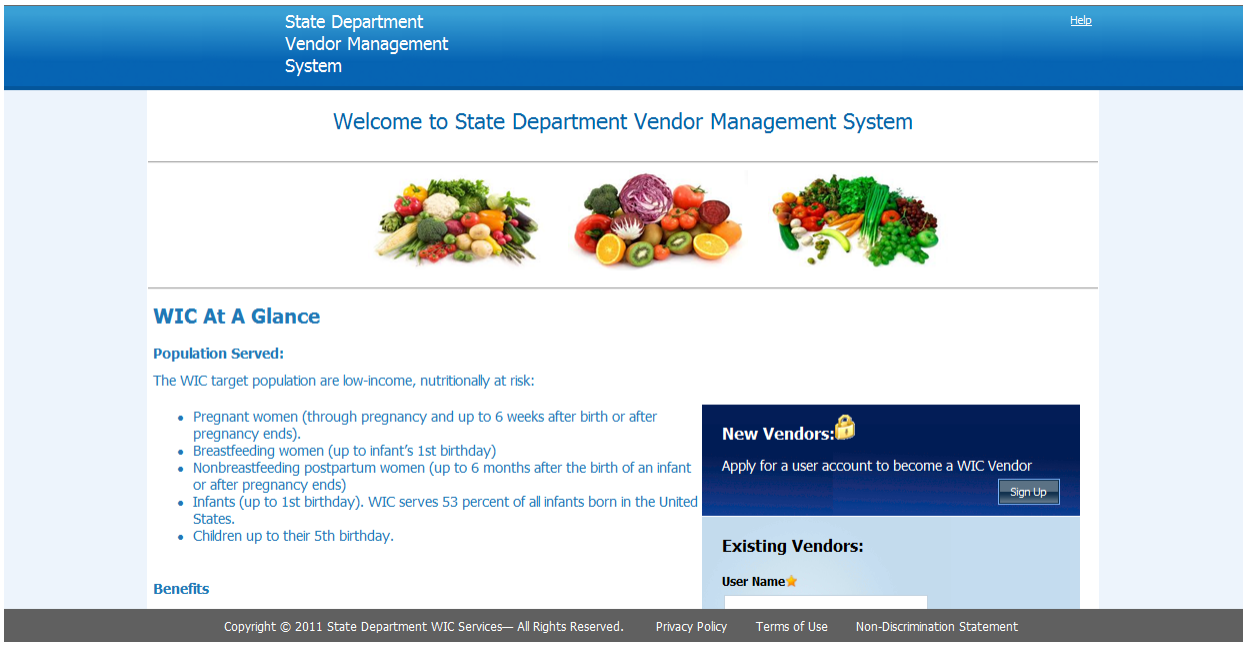
5. Complete one of the following:

- To add a new price survey: click **New**. The screen displays.
- To load a price survey: click **Upload**. The **Browse** screen displays.
- To download a template: click **Download Template**. The screen displays.

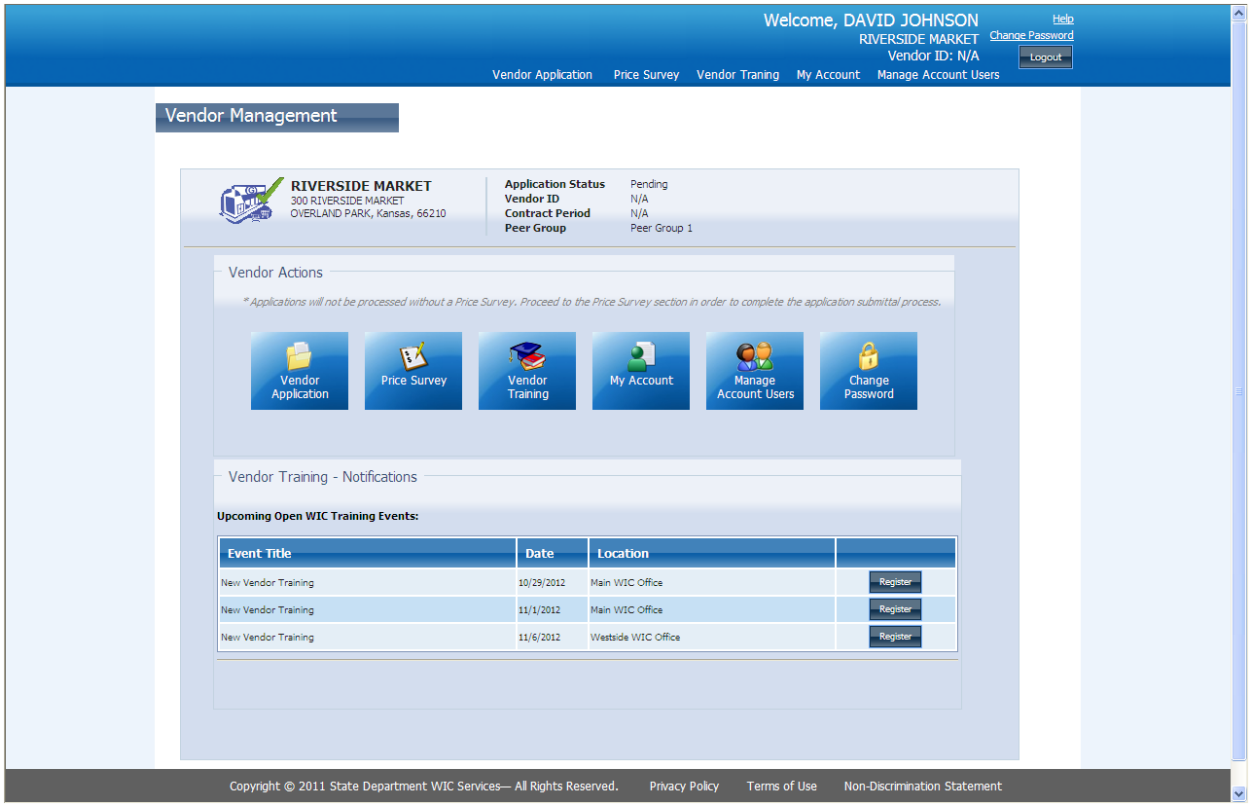
Task H. Registering for (or Canceling) Vendor Training

Complete the following steps to perform this task:

1. Access the **Vendor Portal Home** screen.

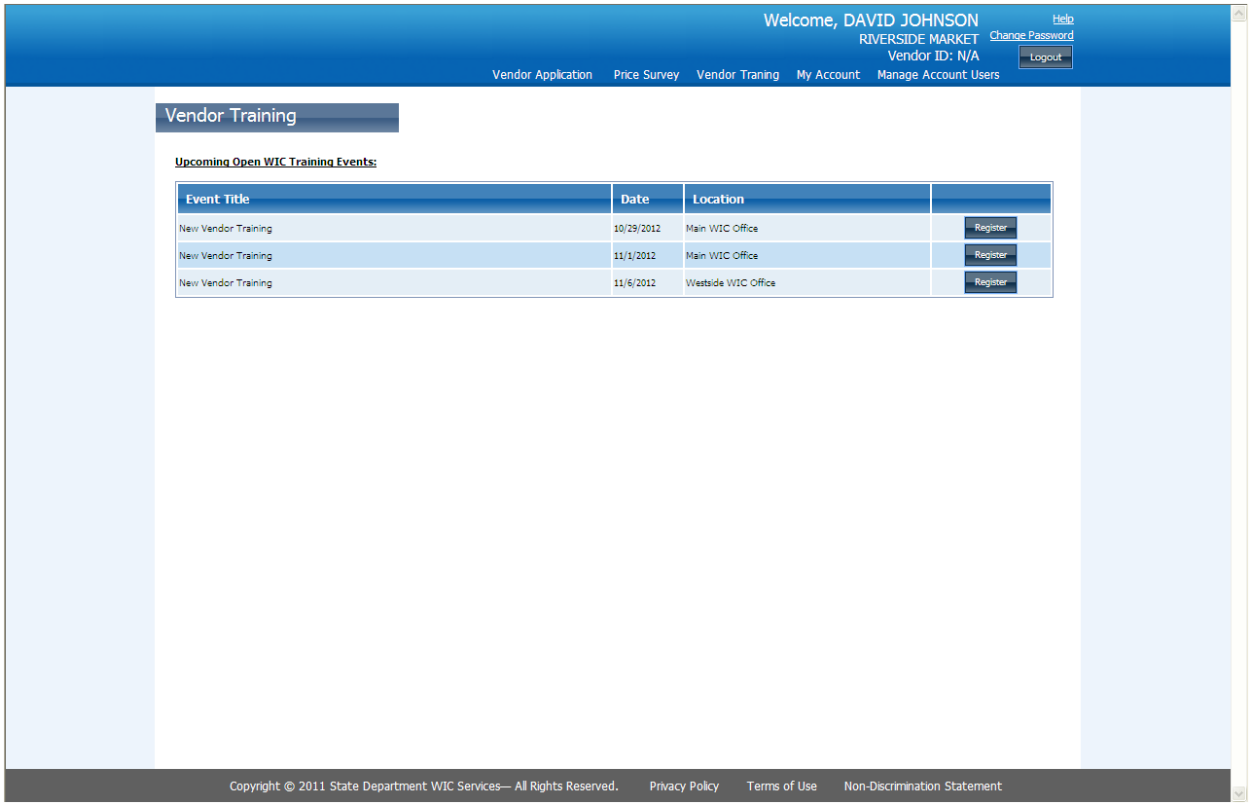

State Department
Vendor Management
System
Help
Welcome to State Department Vendor Management System
WIC At A Glance
Population Served:
The WIC target population are low-income, nutritionally at risk:
Pregnant women (through pregnancy and up to 6 weeks after birth or after pregnancy ends).
Breastfeeding women (up to infant's 1st birthday)
Nonbreastfeeding postpartum women (up to 6 months after the birth of an infant or after pregnancy ends)
Infants (up to 1st birthday). WIC serves 53 percent of all infants born in the United States.
Children up to their 5th birthday.
Benefits
New Vendors:
Apply for a user account to become a WIC Vendor
Sign Up
Existing Vendors:
User Name
Copyright © 2011 State Department WIC Services— All Rights Reserved.
Privacy Policy
Terms of Use
Non-Discrimination Statement

2. Log in to the Vendor Portal. The **Vendor Management** screen displays.



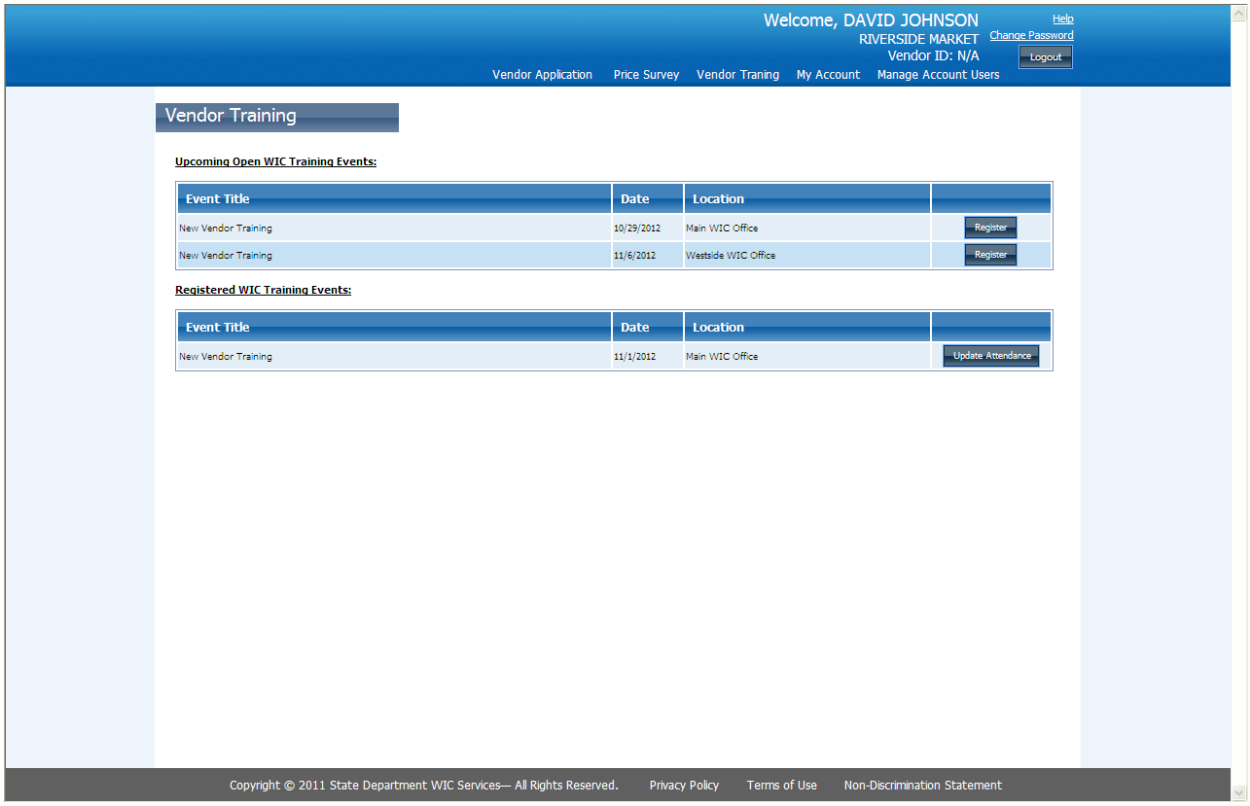
The Upcoming Open Training Events grid displays events open to all vendors in the state. Portal users can register for an event using this grid or by selecting the Vendor Training menu option.

3. Click **Vendor Training**. The **Vendor Training** screen displays.

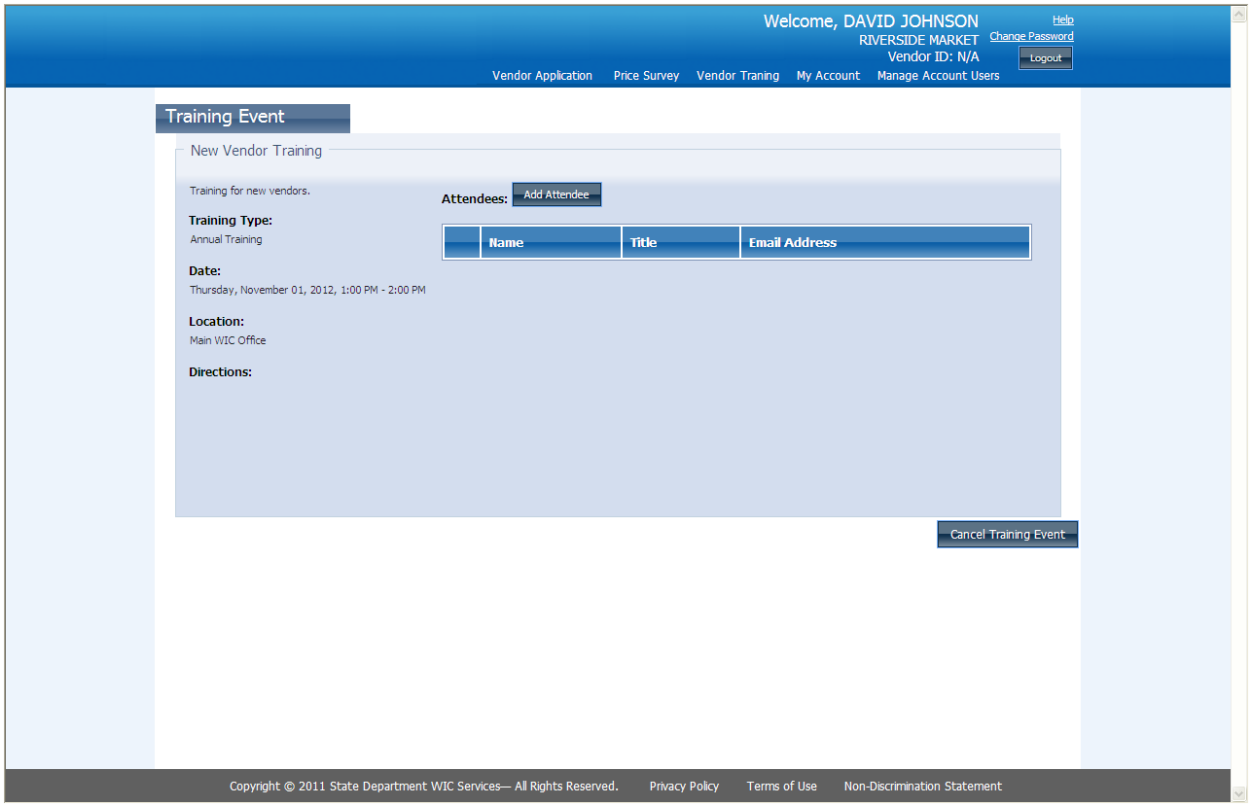


The grid lists the title, date, and location of each training event.

4. Click **Register** to register for a training event. The screen refreshes and displays the event within the **Registered WIC Training Events** grid.



5. Click **Update Attendance** to update the list of individuals selected to attend the event or to cancel the registration. The **Training Event** screen displays.

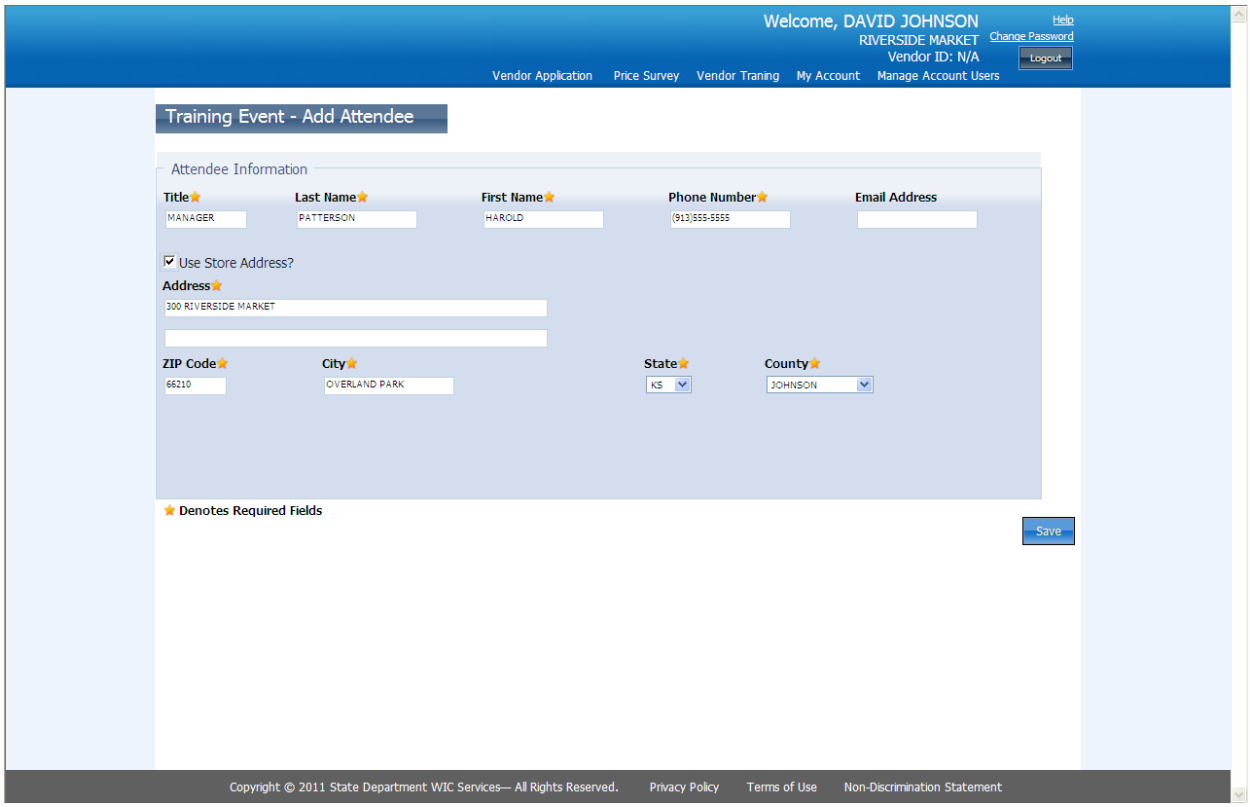


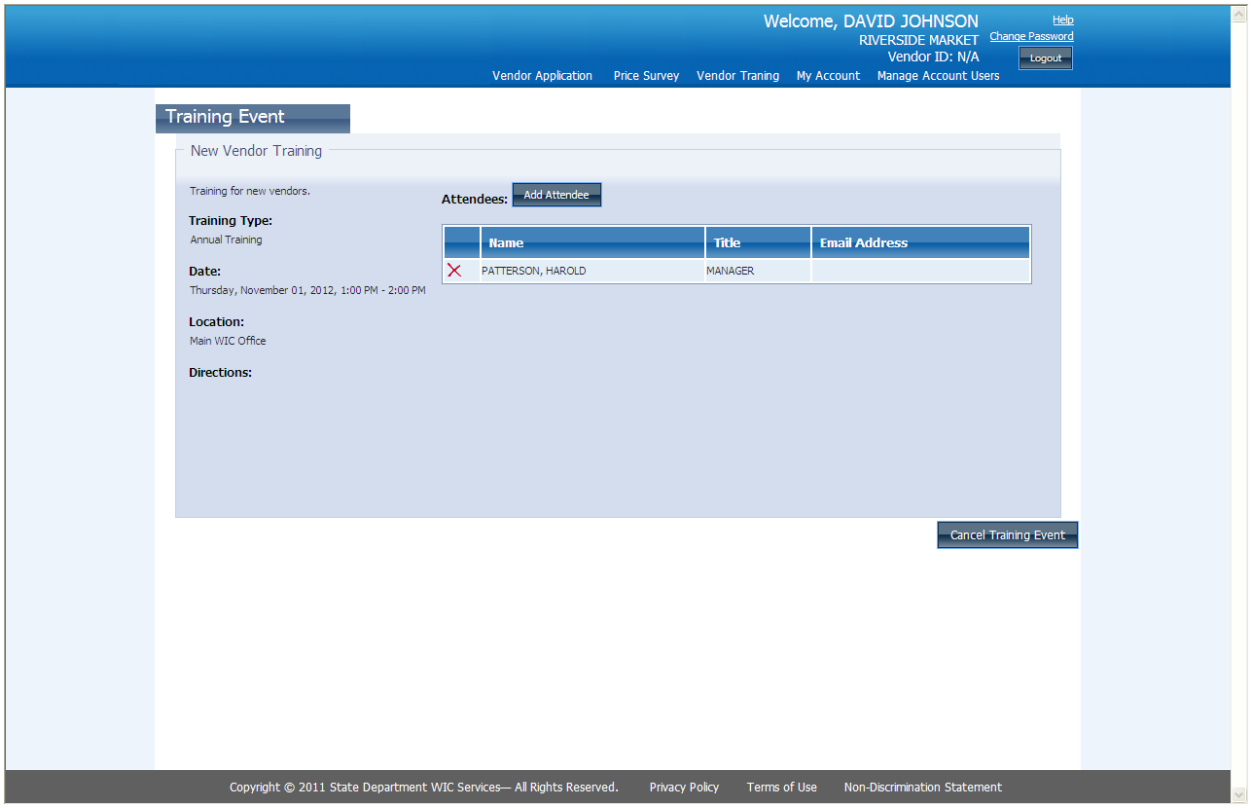
The Training Event screen displays the event's type of training, the day, date, time, and location of training including directions to the location.

The registration can be canceled from this screen as well.

6. Do one of the following:

   - To add attendees: click **Add Attendee**. The **Training Event – Add Attendee** screen displays. Complete the screen and then click **Save**. You are returned to the **Training Event** screen and the newly added attendee is displayed.





- To cancel the registration: click **Cancel Training Event**.

The event is cancelled, cleared from the Registered WIC Training Events grid, and displayed back within the Upcoming WIC Training Events grid.

Congratulations!

You have successfully completed the **Using the Vendor Portal** process.

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10- VENDOR TRAINING

Create Training Event

This scenario explains the process of creating a vendor training event.

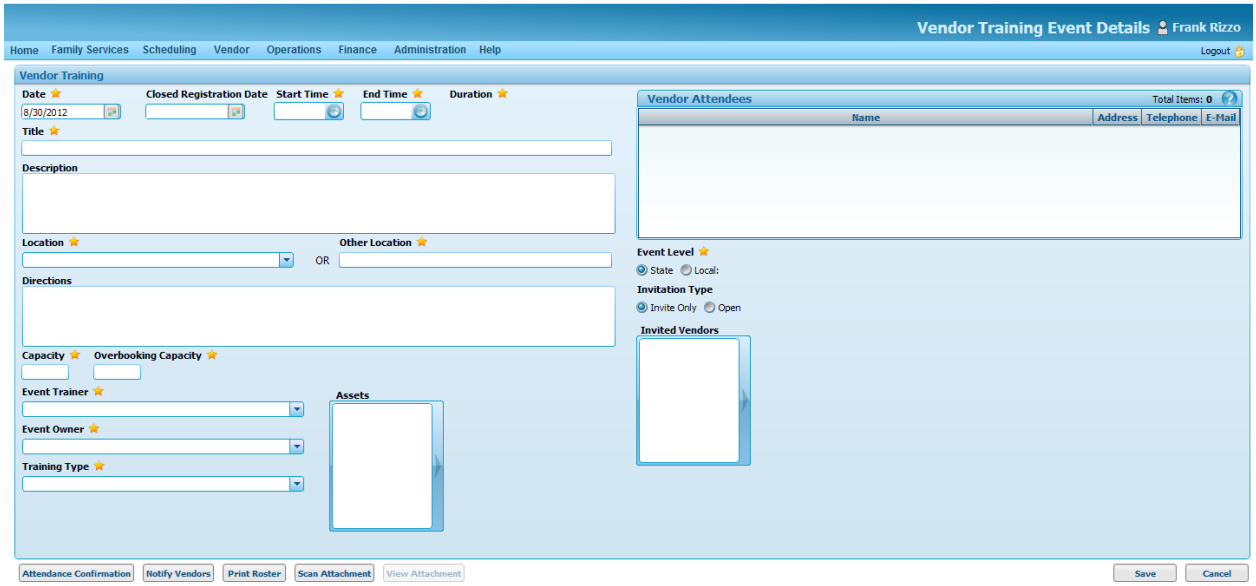
This process includes the following task(s):

Task A. Defining the Event..... 10-2

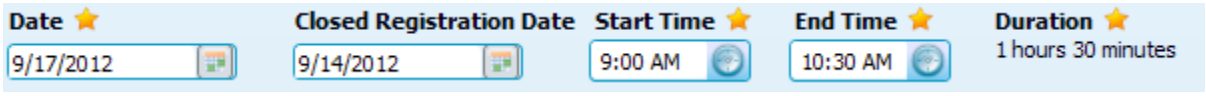
Task A. Defining the Event

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor** → **Vendor Training** → **Create Training Event**. The **Vendor Training Event Details** screen displays.

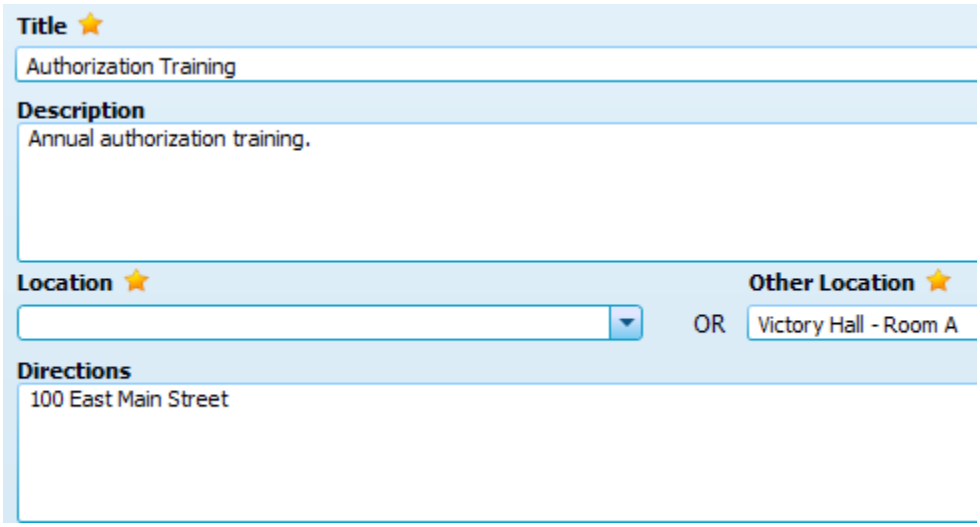


2. Enter or select the training **Date**.
3. Enter or select the **Closed Registration Date**.
4. Enter or select the **Start Time**.
5. Enter or select the **End Time**.

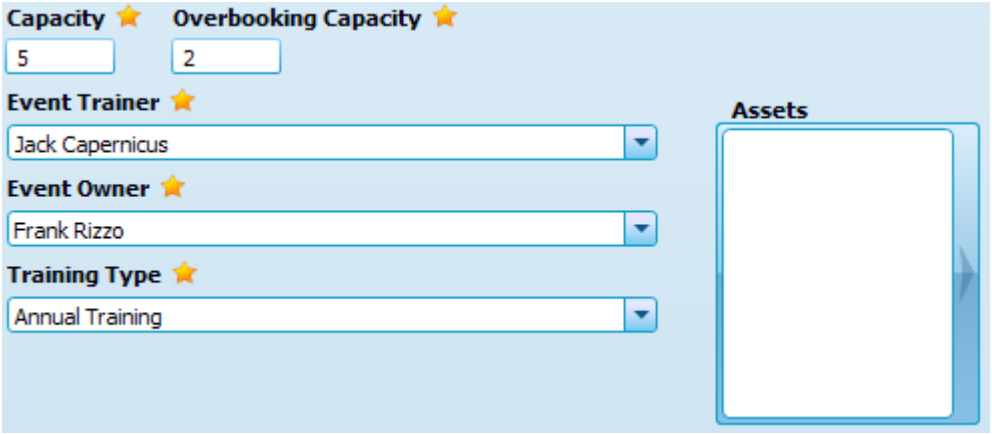


The Duration of the training event displays upon entry of the Start Time and End Time.

6. Enter the **Title** of the vendor training event.
7. Enter a **Description**.
8. Do one of the following:
    - Enter or select a **Location**.
    - Enter an **Other Location**.
9. Enter **Directions**.



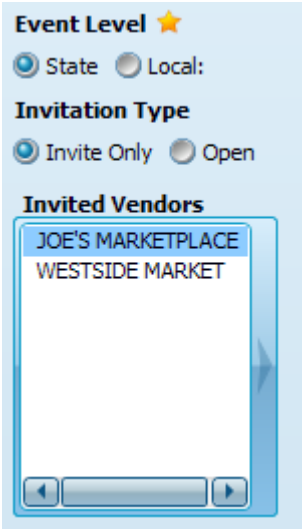
10. Enter the event **Capacity**.
11. Enter the event **Overbooking Capacity**.
12. Enter or select the **Event Trainer**.
13. Enter or select the **Event Owner**.
14. Enter or select the **Training Type**.
15. Select one or more assets as necessary from the **Assets** list box.



16. Select the **Event Level**.

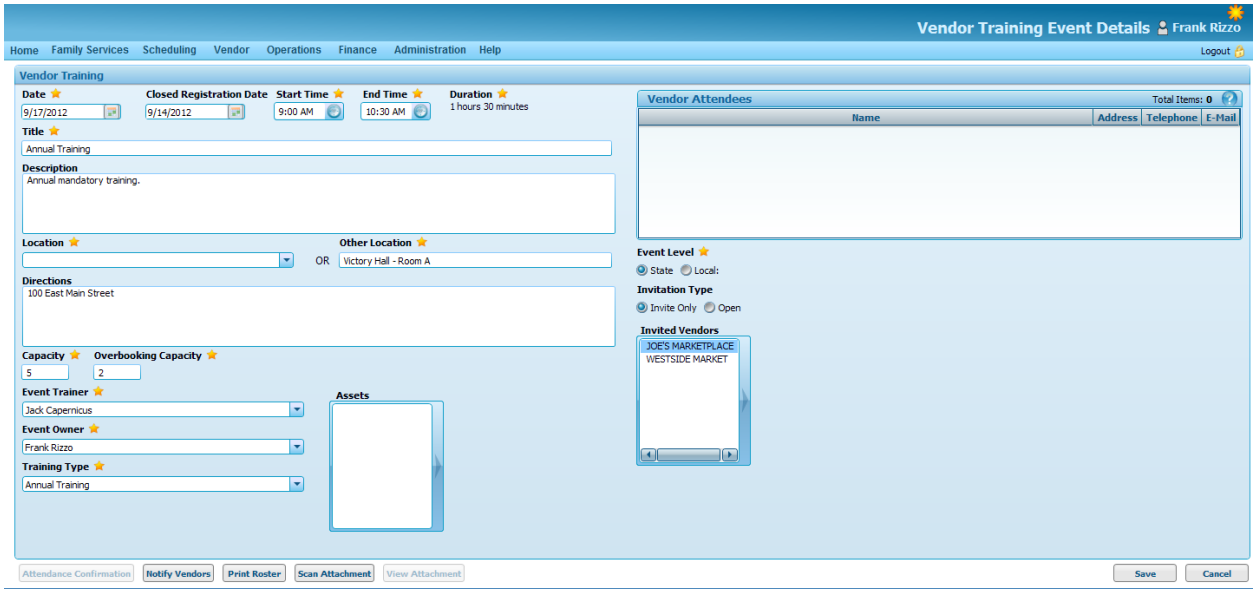
If Local is selected, selection of a local agency is required.

17. Select an **Invitation Type**.



If Invite Only is selected, use the Invited Vendors list box to select one or more vendors to invite to the event.

If Open is selected, the Invited Vendors list box is hidden since the event is open to all vendors.



Click Notify Vendors to send notifications to invited vendors. The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Click Print Roster to print a roster. A PDF version of the roster is displayed.

Attendance Confirmation is not available for newly created training events.

18. Click **Save**. A status message displays indicating success.

Congratulations!

You have successfully completed the **Create Training Event** process.

Manage Training Calendar

This scenario explains the process of viewing the **Vendor Training Calendar** screen in its four views including use of view and filter options to show or limit the information displayed on the calendar. The **Vendor Training Calendar** can be viewed by Month, Week, Day and List.

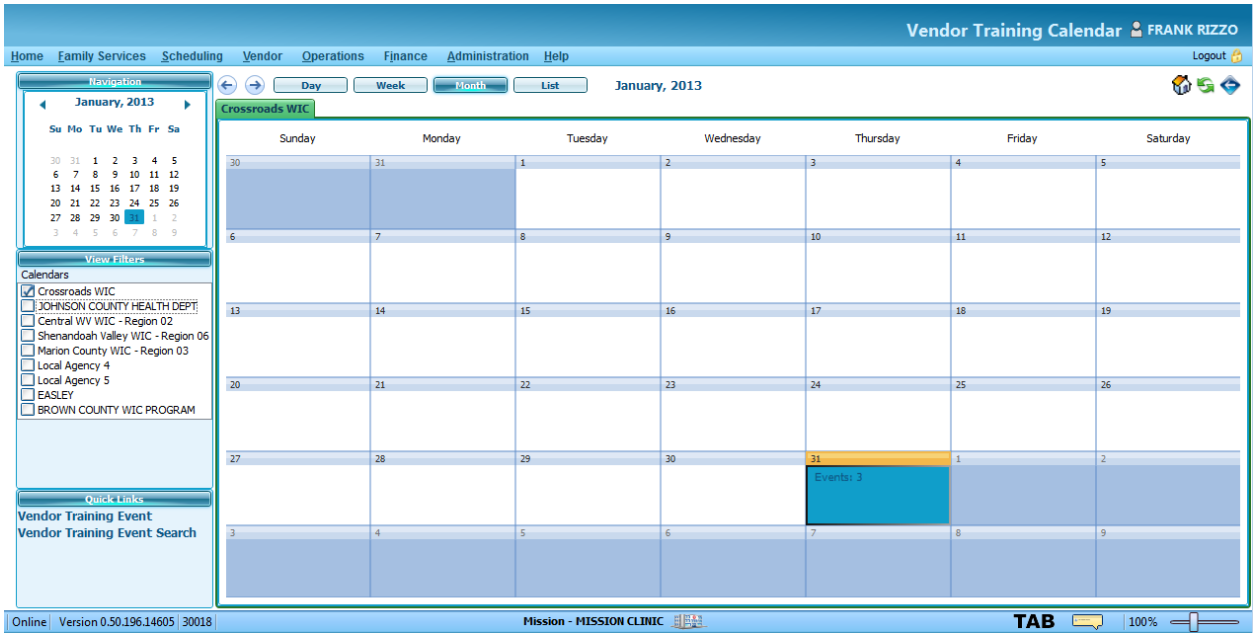
This process includes the following task(s):

Task A. Using Navigation and View Filters 10-7
Task B. Using Quick Links 10-12

Task A. Using Navigation and View Filters

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Vendor Training → Manage Training Calendar**. The **Vendor Training Calendar** screen displays.



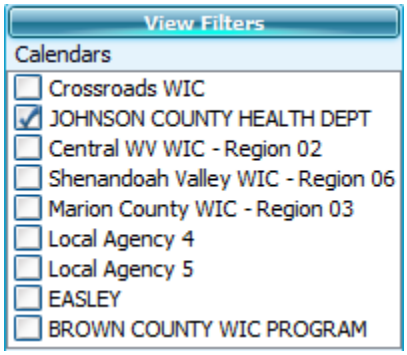
The screen defaults to the Month view of the current month upon initial display.

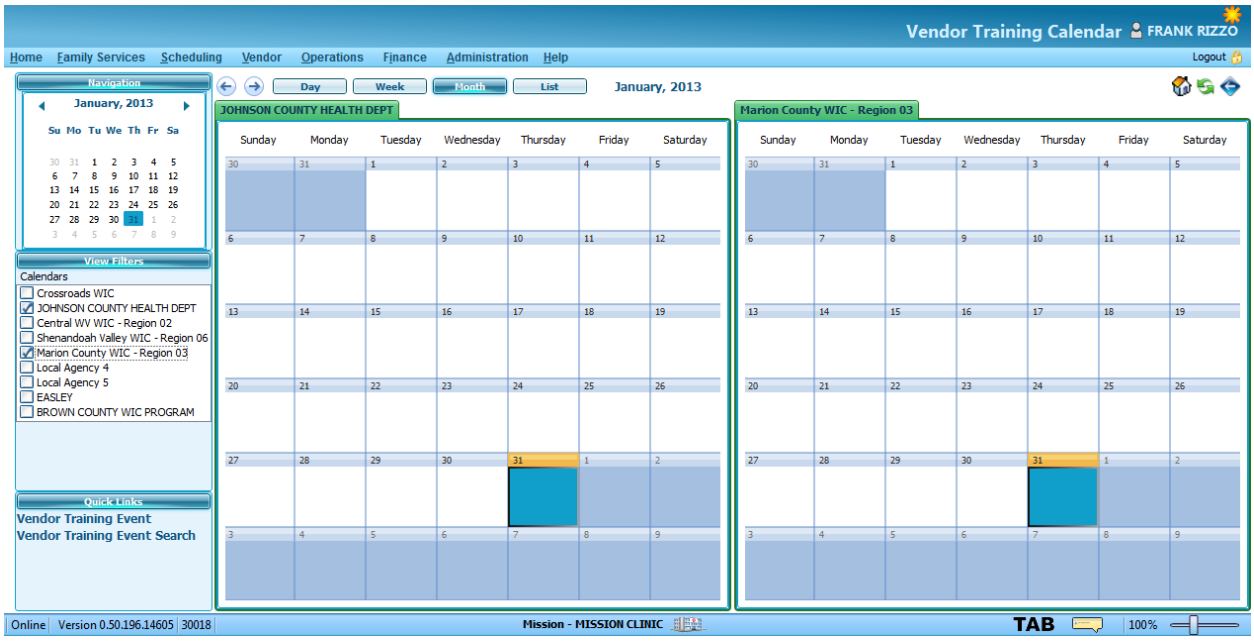
2. Under **Navigation**, use the mini calendar to navigate to the desired year, month, and day.

- Click the **Next** and **Previous** buttons ( ) to advance and retreat the calendar a month at a time. The screen and the mini calendar are refreshed to display the selection.
- Click the name of the month to display the **Months** drop down. Click the year to display the **Years** drop down, then select the desired year.

- Once the desired year is selected, select the desired month. The screen and the mini calendar are refreshed to display the selected calendar month.

3. Under **View Filters**, select options as necessary to filter the main calendar. The main calendar(s) are refreshed to display the selected option(s).



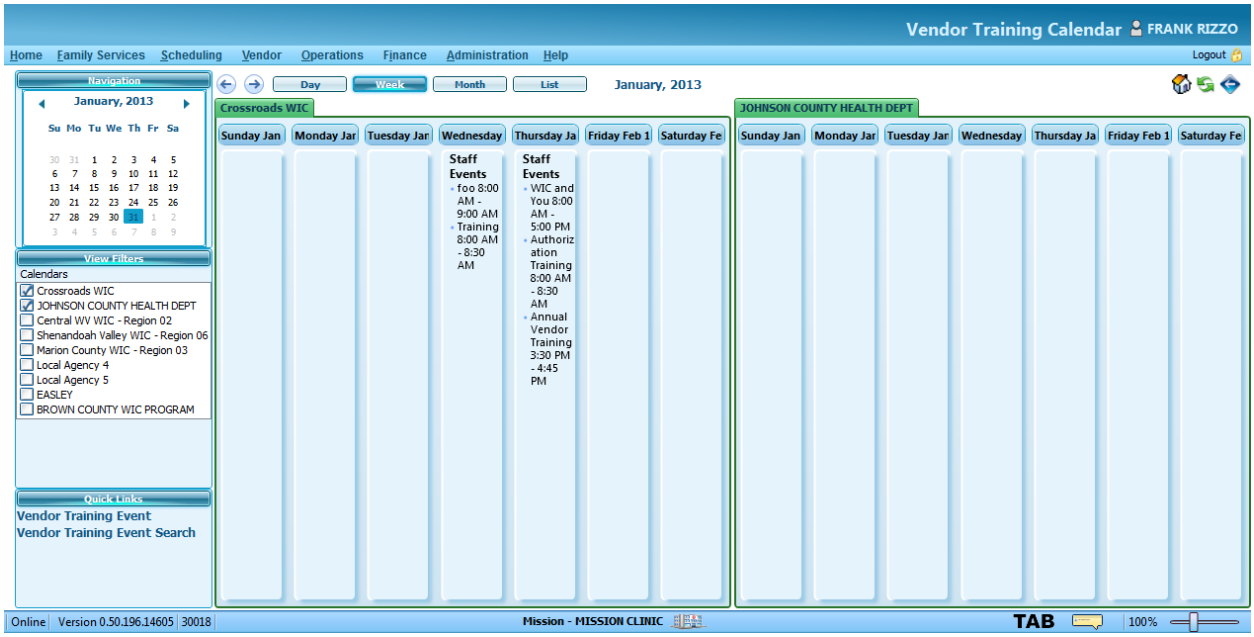


4. Click **Month** to display a monthly view of the main calendar. The screen refreshes to display the selected view.

The screen defaults to the Month view of the current month upon initial display.

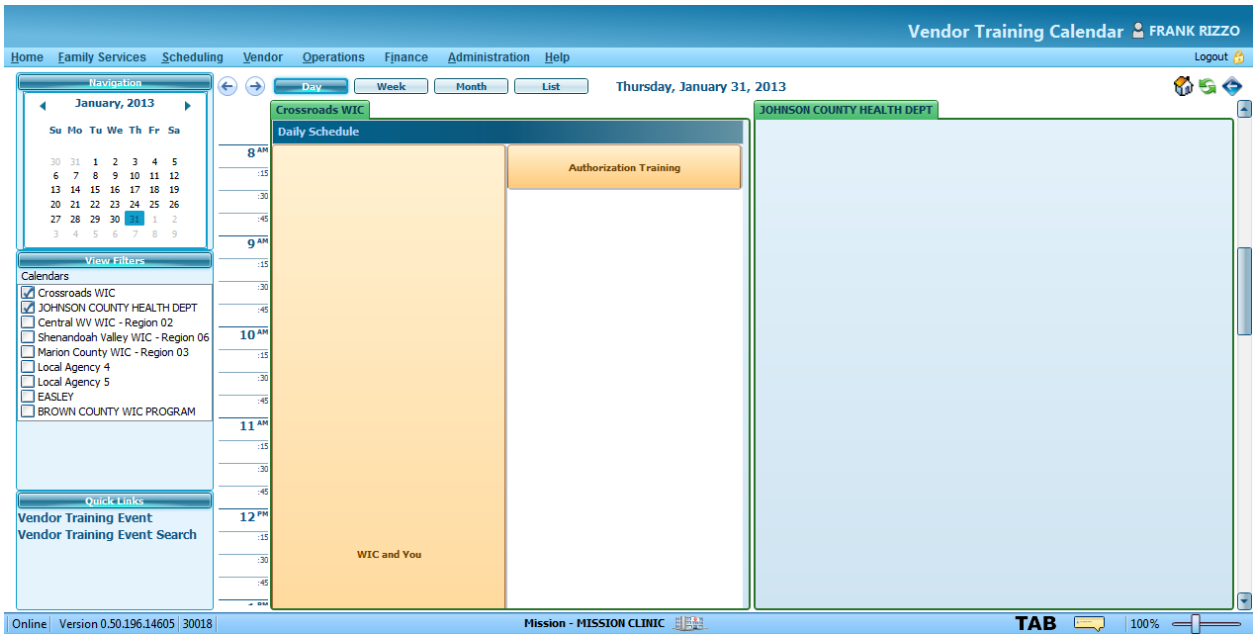
Click the Next and Previous buttons ( ) to advance and retreat the calendar a month at a time. The screen and the mini calendar are refreshed to display the selection.

5. Click **Week** to display a weekly view of the main calendar. The screen refreshes to display the selected view.

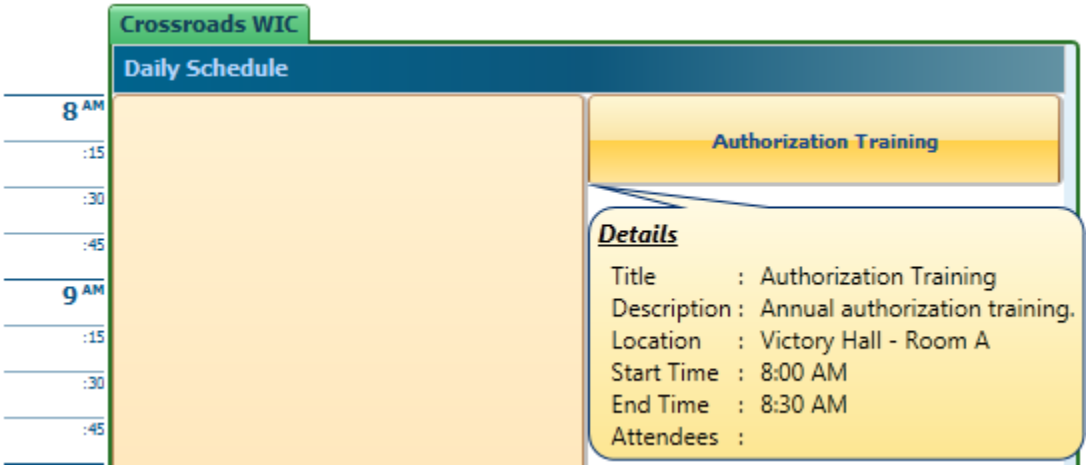


Click the Next and Previous buttons ( ) to advance and retreat the calendar a week at a time. The screen and the mini calendar are refreshed to display the selection.

6. Click **Day** to display a daily view of the main calendar. The screen refreshes to display the selected view.

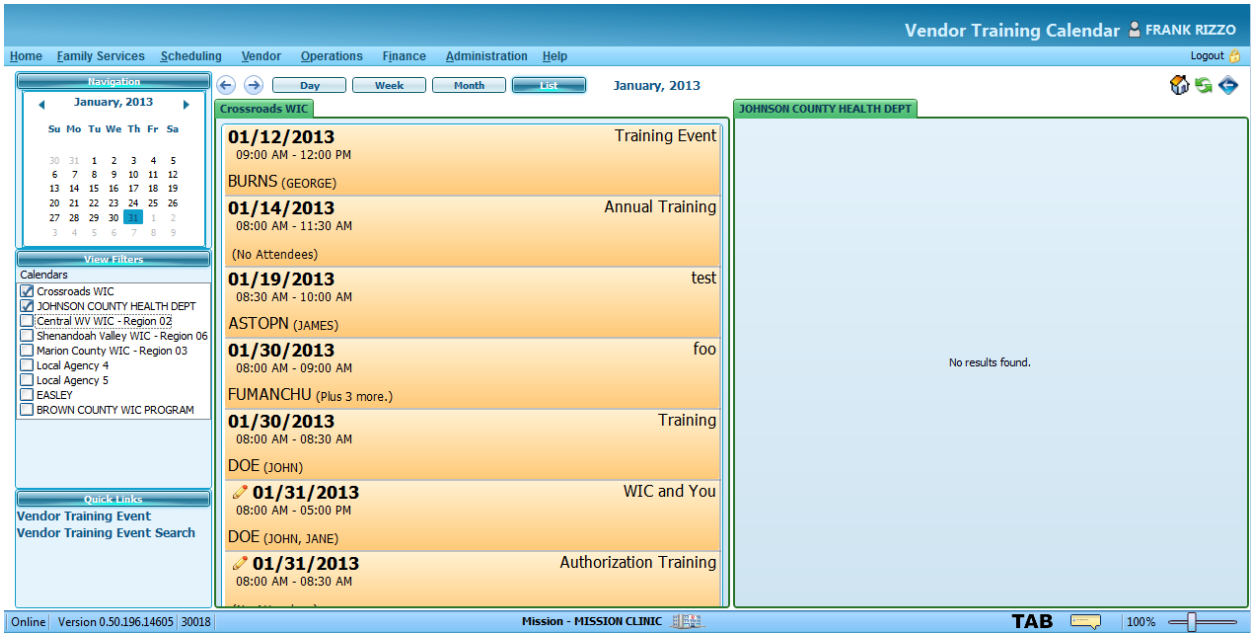


Click the Next and Previous buttons ( ) to advance and retreat the calendar a day at a time. The screen and the mini calendar are refreshed to display the selection.



Hover the cursor over an appointment to display detailed information including the Title, Description, Location, Start and End Times, and appointment Attendees.

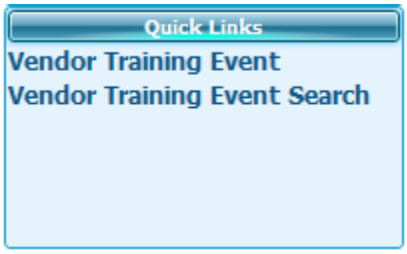
7. Click **List** to display a list view of the main calendar.



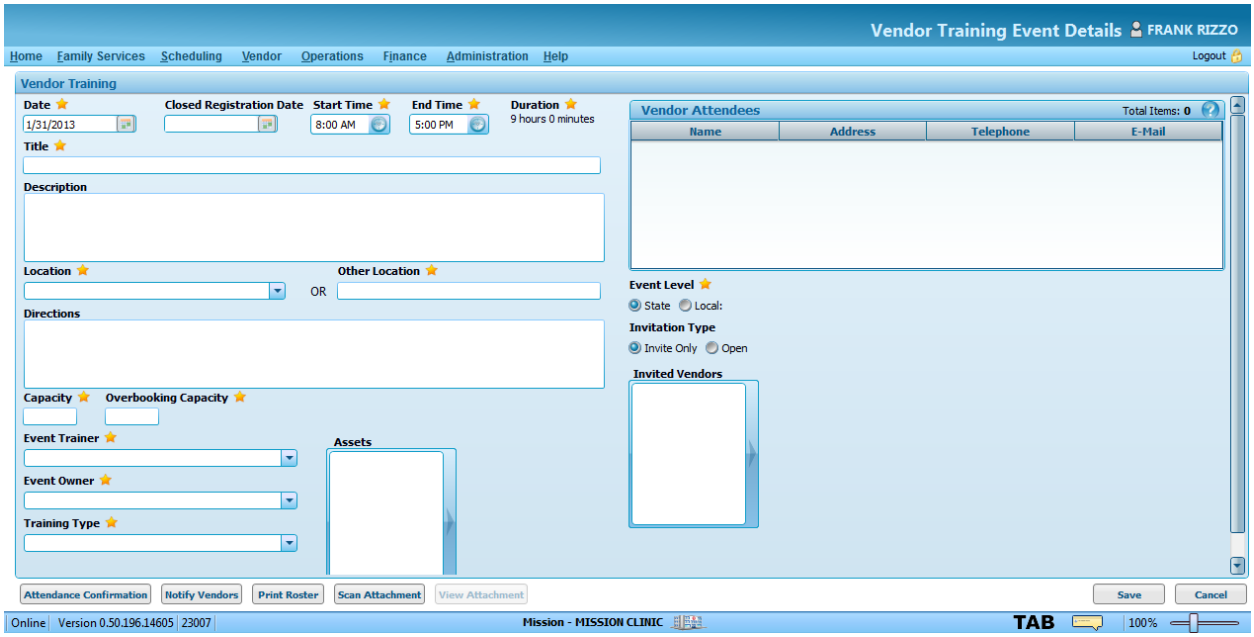
Task B. Using Quick Links

Complete the following steps to perform this task:

1. On the **Vendor Training Calendar** screen, view the list of **Quick Links**.

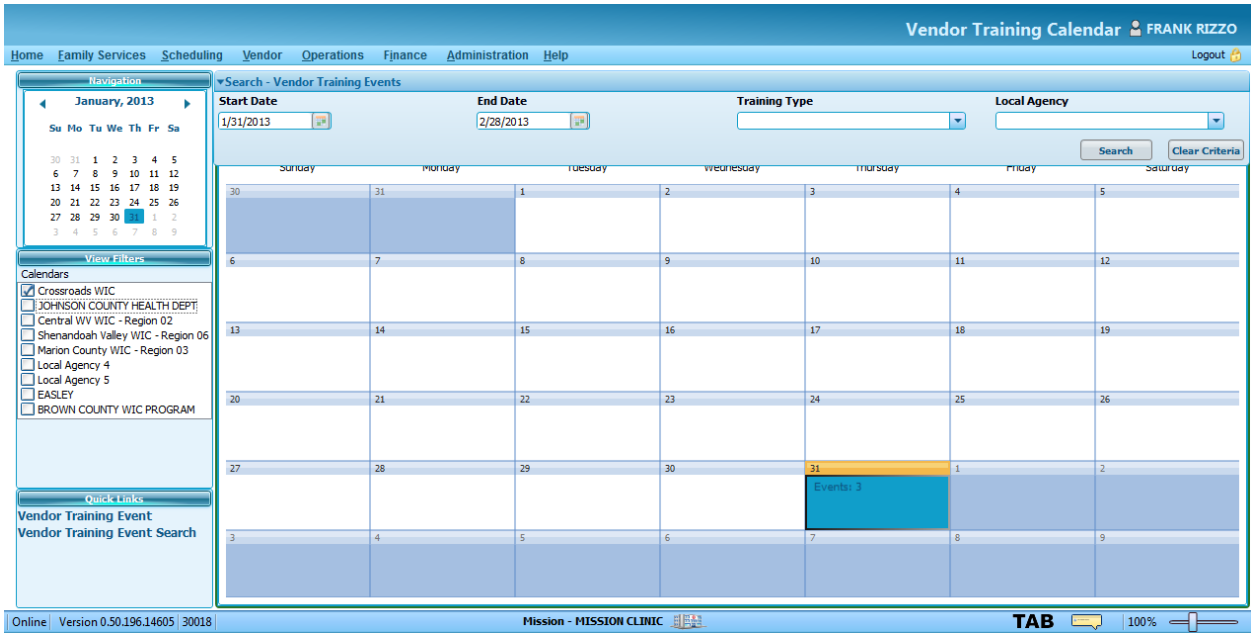


2. Click **Vendor Training Event**. The **Vendor Training Event Details** screen displays. Use this screen to create a new training event, as needed.



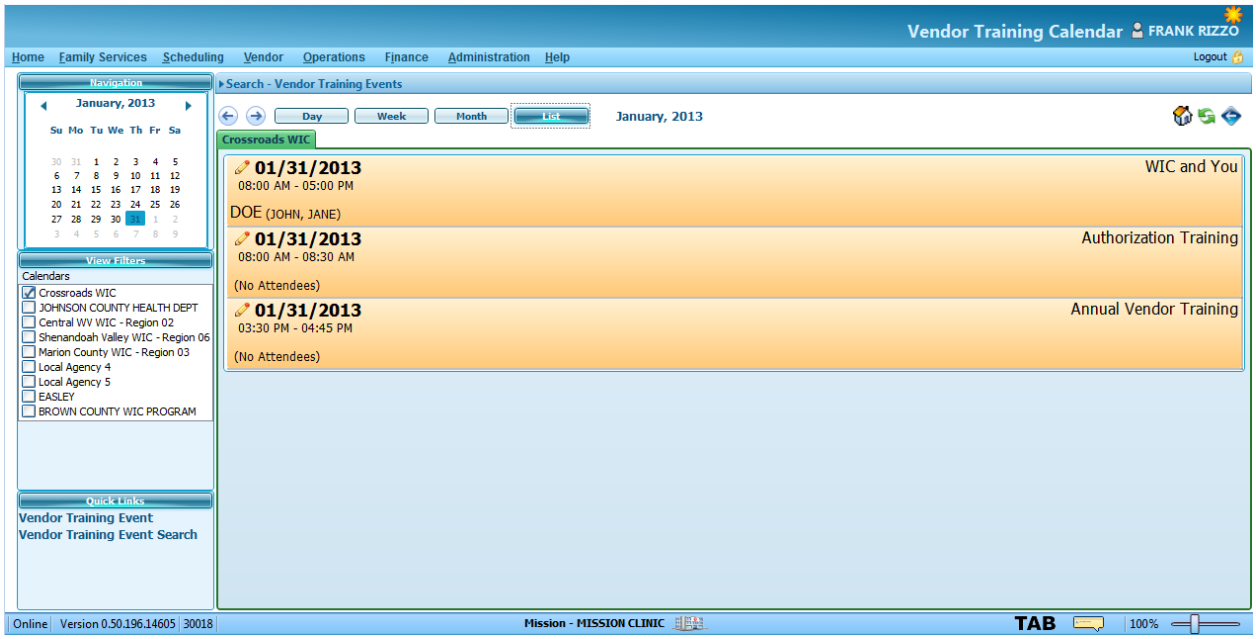
For information on creating vendor training events, refer to the Vendor Training scenario on page 10-1.

3. Click **Vendor Training Event Search**. The screen refreshes and the **Search - Vendor Training Events** panel displays.



A Start Date and End Date are provided by default.

4. Complete the following steps to search for scheduled training events:
    - Enter or select the **Start Date**.
    - Enter or select the **End Date**.
    - Enter or select the **Training Type**.
    - Enter or Select the **Local Agency**.
    - Click **Search**. The screen refreshes and displays the results of the search.



Congratulations!

You have successfully completed the **Manage Training Calendar** process.

Training History

This scenario explains the process of viewing vendor training event history.

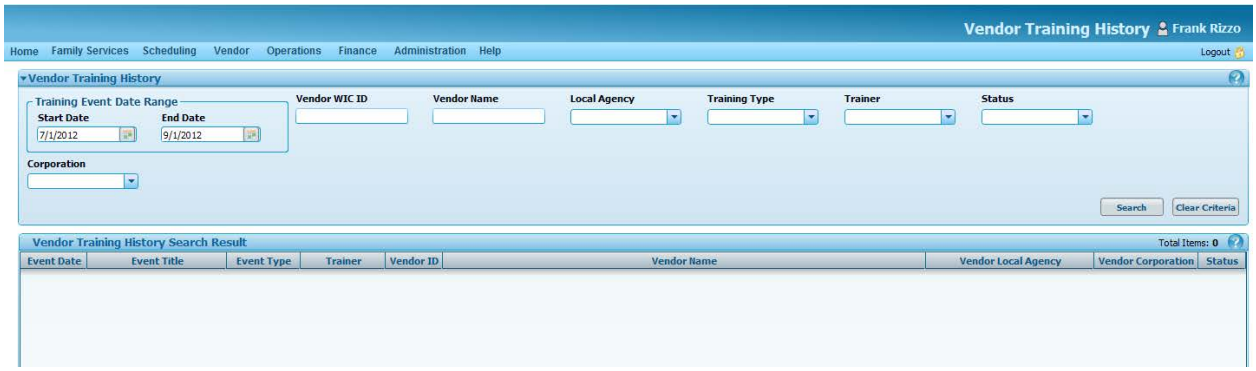
This process includes the following task(s):

Task A. Searching and Viewing Vendor Training History..... 10-16

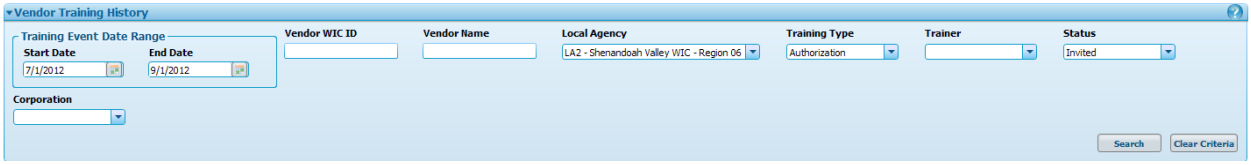
Task A. Searching and Viewing Vendor Training History

Complete the following steps to perform this task:

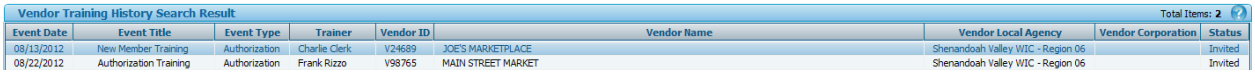
1. From the **Home** screen, go to **Vendor** → **Vendor Training** → **Training History**. The **Vendor Training History** screen displays.



2. Enter or select the **Start Date**.
3. Enter or select the **End Date**.
4. Enter the **Vendor WIC ID**.
5. Enter the **Vendor Name**.
6. Enter or select the **Local Agency**.
7. Enter or select the **Training Type**.
8. Enter or select the **Trainer**.
9. Enter or select the **Status**.
10. Enter or select the **Corporation**.



11. Click **Search**. The **Vendor Training History Search Result** grid displays the results of the search.



The Vendor Training History Search Result grid displays the Event Date, Event Title, Event Type, Trainer, Vendor ID, Vendor Name, Vendor Local Agency, Vendor Corporation, and Status for all training events matching the search criteria. Use this grid to review event details.

Congratulations!

You have successfully completed the **Training History** process.

Training Compliance

This scenario explains the process of viewing vendor training compliance.

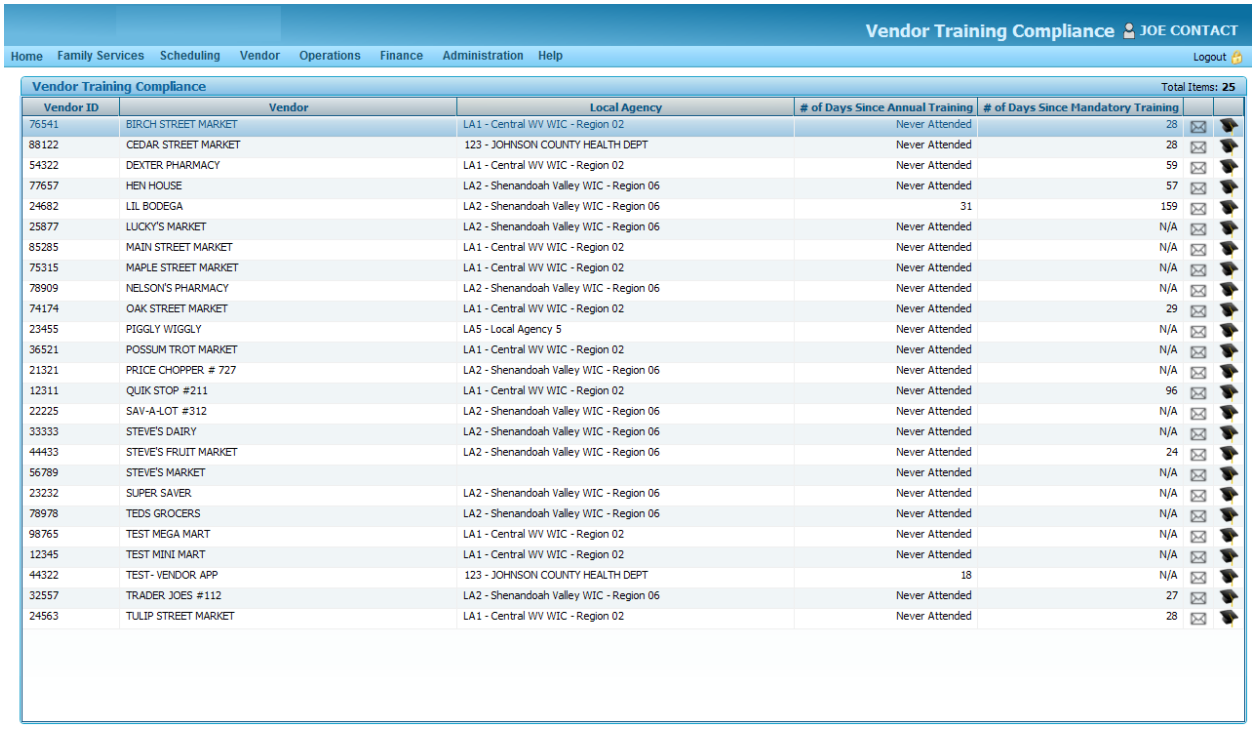
This process includes the following task(s):

Task A. Viewing Training Compliance 10-19

Task A. Viewing Training Compliance

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Vendor Training → Training Compliance**. The **Vendor Training Compliance** screen displays.



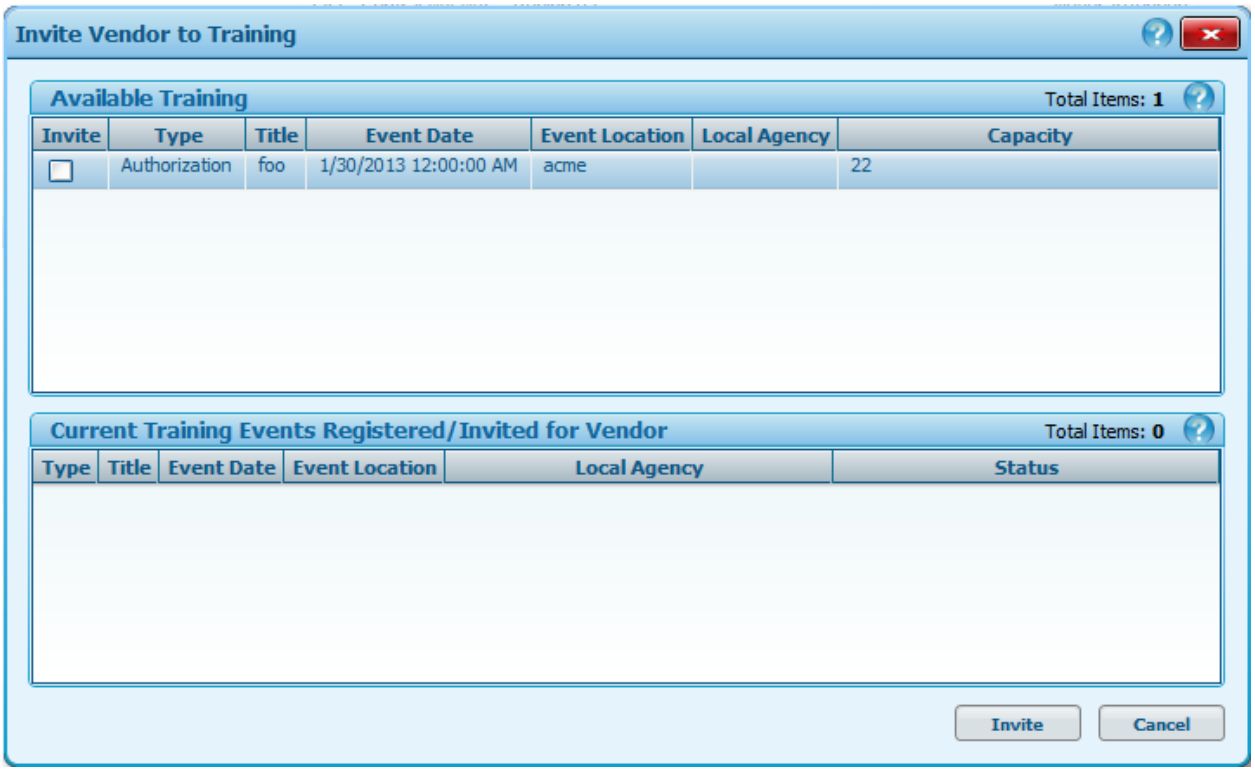
Vendor ID	Vendor	Local Agency	# of Days Since Annual Training	# of Days Since Mandatory Training
76541	BIRCH STREET MARKET	LA1 - Central WV WIC - Region 02	Never Attended	28
88122	CEDAR STREET MARKET	123 - JOHNSON COUNTY HEALTH DEPT	Never Attended	28
54322	DEXTER PHARMACY	LA1 - Central WV WIC - Region 02	Never Attended	59
77657	HEN HOUSE	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	57
24682	LIL BODEGA	LA2 - Shenandoah Valley WIC - Region 06	31	159
25877	LUCKY'S MARKET	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
85285	MAIN STREET MARKET	LA1 - Central WV WIC - Region 02	Never Attended	N/A
75315	MAPLE STREET MARKET	LA1 - Central WV WIC - Region 02	Never Attended	N/A
78909	NELSON'S PHARMACY	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
74174	OAK STREET MARKET	LA1 - Central WV WIC - Region 02	Never Attended	29
23455	PIGGLY WIGGLY	LA5 - Local Agency 5	Never Attended	N/A
36521	POSSUM TROT MARKET	LA1 - Central WV WIC - Region 02	Never Attended	N/A
21321	PRICE CHOPPER # 727	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
12311	QUIK STOP #211	LA1 - Central WV WIC - Region 02	Never Attended	96
22225	SAV-A-LOT #312	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
33333	STEVE'S DAIRY	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
44433	STEVE'S FRUIT MARKET	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	24
56789	STEVE'S MARKET		Never Attended	N/A
23232	SUPER SAVER	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
78978	TEDS GROCERS	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	N/A
98765	TEST MEGA MART	LA1 - Central WV WIC - Region 02	Never Attended	N/A
12345	TEST MINI MART	LA1 - Central WV WIC - Region 02	Never Attended	N/A
44322	TEST- VENDOR APP	123 - JOHNSON COUNTY HEALTH DEPT	18	N/A
32557	TRADER JOES #112	LA2 - Shenandoah Valley WIC - Region 06	Never Attended	27
24563	TULIP STREET MARKET	LA1 - Central WV WIC - Region 02	Never Attended	28

2. Do one of the following

   - Notify a vendor: select the **Notify Vendor** icon ( ) within the desired row to send a training invitation notification to the vendor. The **Vendor Notifications** screen displays.

The Vendor Notifications screen can be used to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

- Invite a vendor to a specific training: Select the **Invite Vendor to Specific Training** icon ( ) within the desired row to invite the vendor to a training session. The **Invite Vendor to Training** screen displays.



The Available Training grid displays the Type, Title, Event Date, Event Location, Local Agency, and Capacity for all available training sessions.

The Current Training Events Registered/Invited for Vendor grid displays the Type, Title, Event Date, Event Location, Local Agency, and Status for all training sessions for which the vendor has already registered or been invited.

  - Under **Available Training**, select the **Invite** check box for the desired training event.
  - Click **Invite**. You are returned to the **Vendor Training Compliance** screen.

Congratulations!

You have successfully completed the **Training Compliance** process.

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11- SETUP

Define Peer Groups

This scenario explains the process of setting peer group criteria, defining peer groups, and re-evaluating vendors. First you will select the criteria to be used to help determine vendor peer group assignment. Once this has been done, you will define one or more peer groups and refine the criteria for each as necessary. Lastly, you will re-evaluate the peer group assignment for one or more vendors.

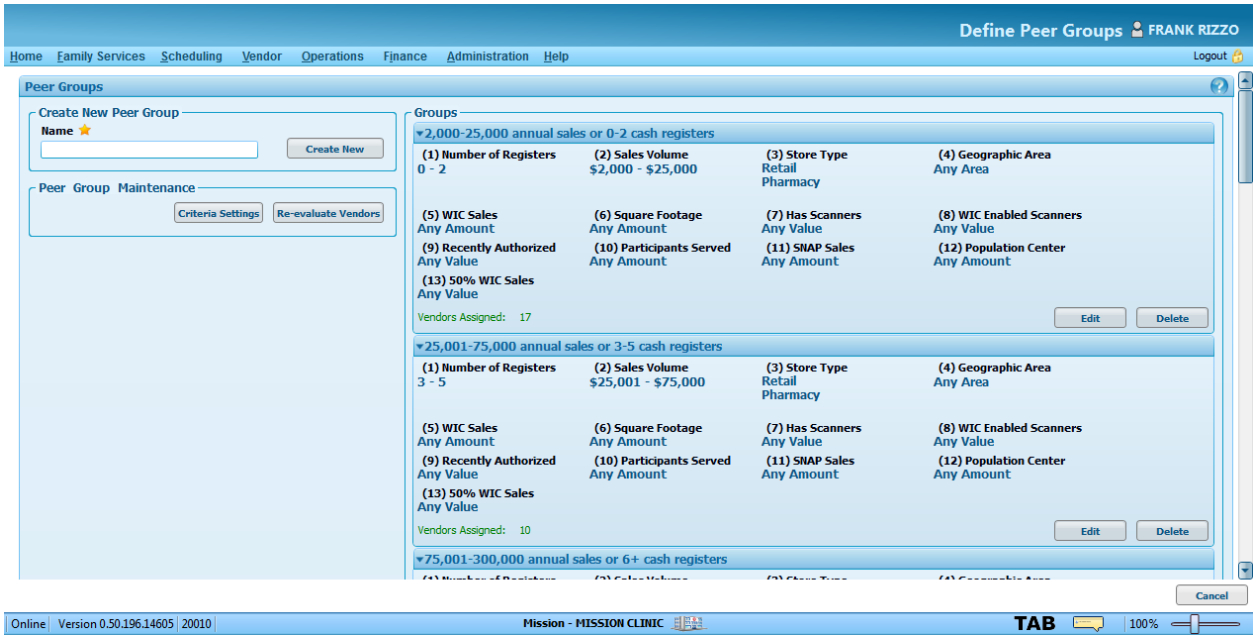
This process includes the following task(s):

Task A. Setting Peer Group Criteria 11-2
Task B. Defining New Peer Groups 11-4
Task C. Re-Evaluating Vendors 11-7

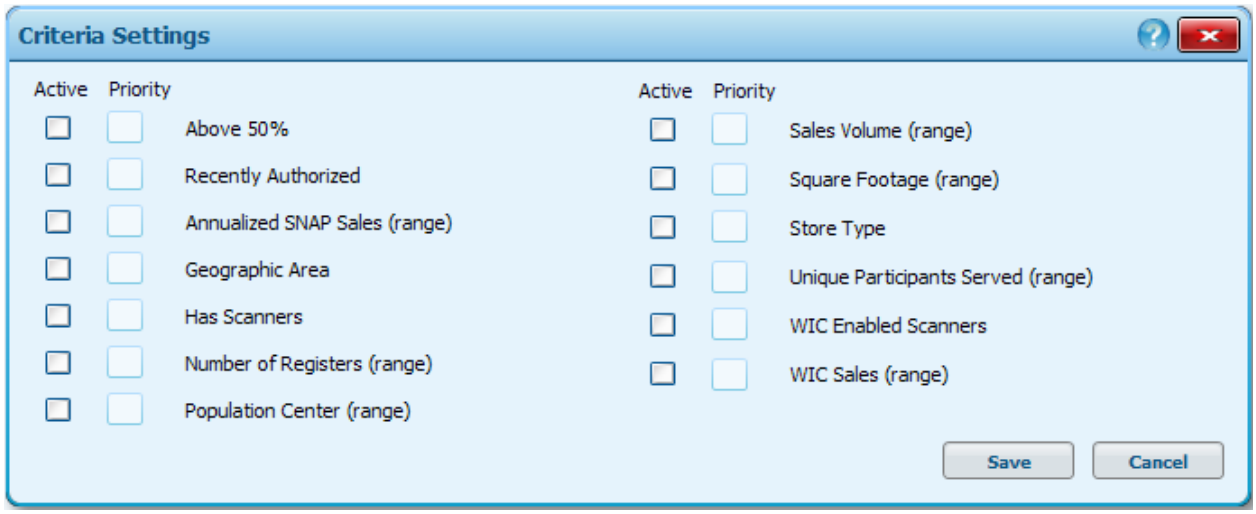
Task A. Setting Peer Group Criteria

Complete the following steps to perform this task:

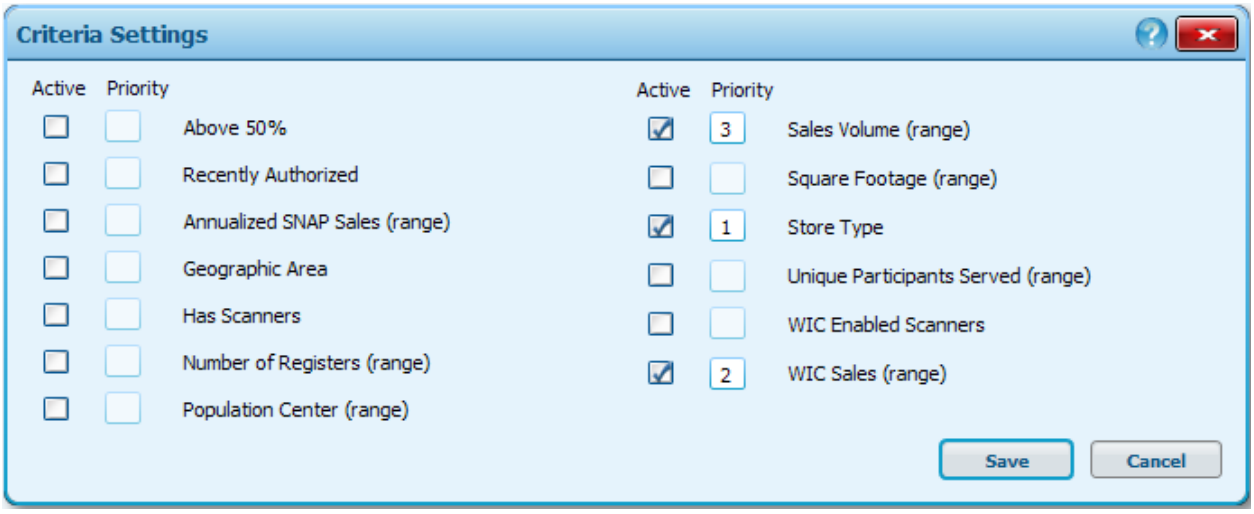
1. From the **Home** screen, go to **Vendor → Setup → Define Peer Groups**. The **Define Peer Groups** screen displays.



2. Click **Criteria Settings**. The **Criteria Settings** screen displays.



3. Select the **Active** check box of criteria to use to help determine vendor peer group assignment.
4. Enter a numerical priority value for each option selected.



A value of one (1) indicates the highest priority while a value of two (2) indicates the next highest priority and so on.

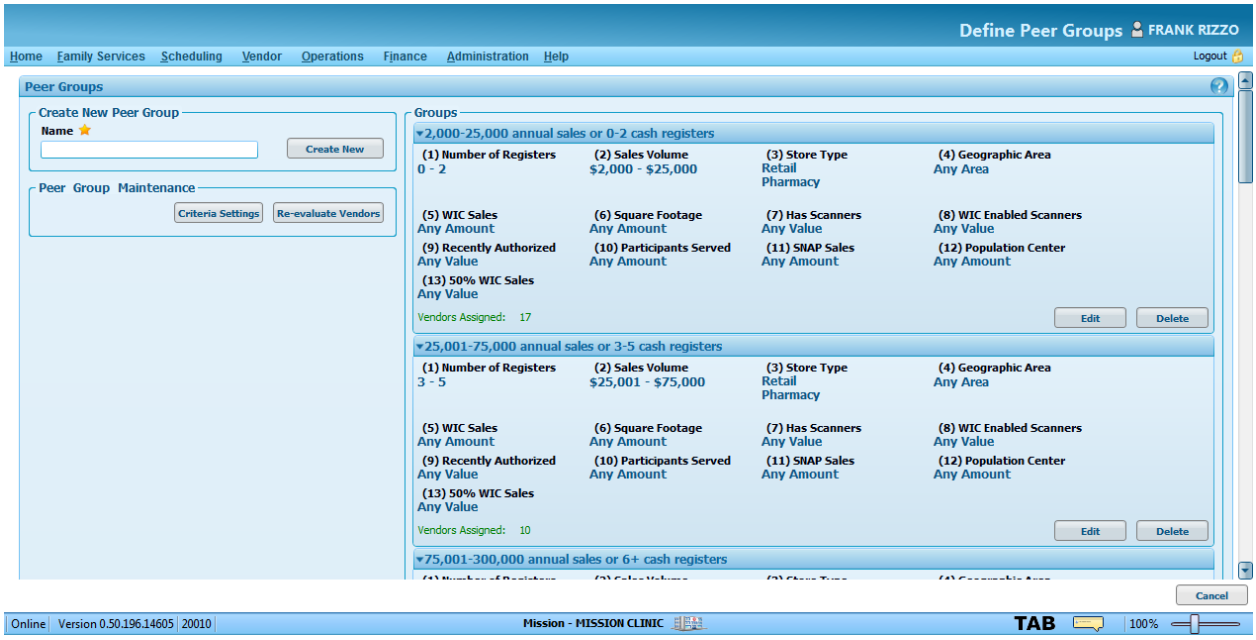
Each selected option must have a unique priority value assigned to it.

5. Click **Save**. A status message displays indicating success and you are returned to the **Define Peer Groups** screen.

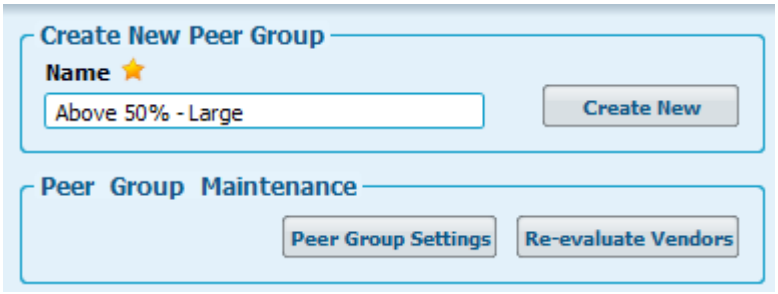
Task B. Defining New Peer Groups

Complete the following steps to perform this task:

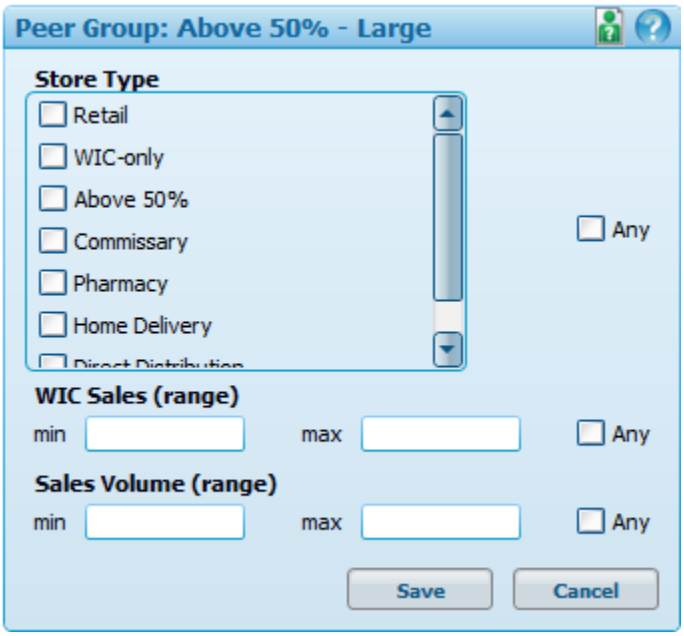
1. From the **Home** screen, go to **Vendor → Setup → Define Peer Groups**. The **Define Peer Groups** screen displays.



2. Enter a peer group **Name**.

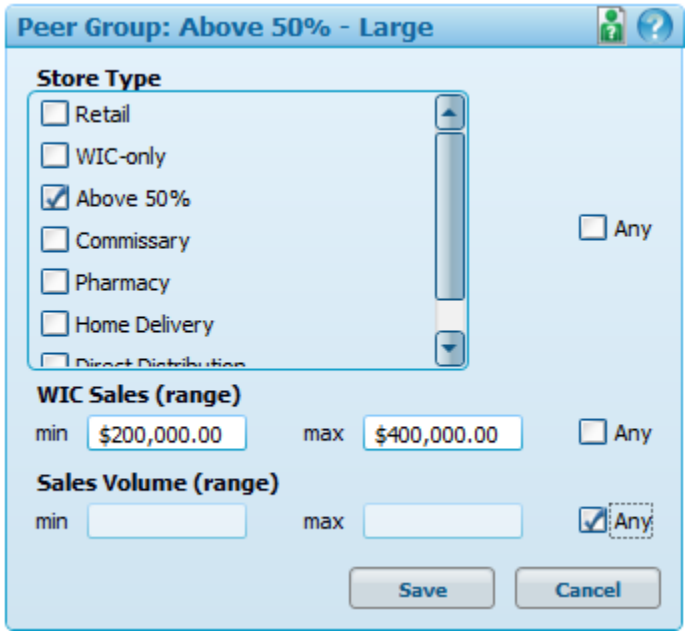


3. Click **Create New**. The **Peer Group** screen displays.



The name you entered for the peer group during the previous step becomes part of the screen name. For example, if you entered "Above 50% - Large" as the name, the screen name would then be displayed as "Peer Group: Above 50% - Large".

4. Refine criteria settings for the peer group as necessary.



Each peer group criteria selected during Task A is displayed on this screen and can be refined. For example, in the screen clip above, Sales Volume was selected during the task of setting peer group criteria. This criterion can be further refined by defining a minimum and maximum sales volume range.

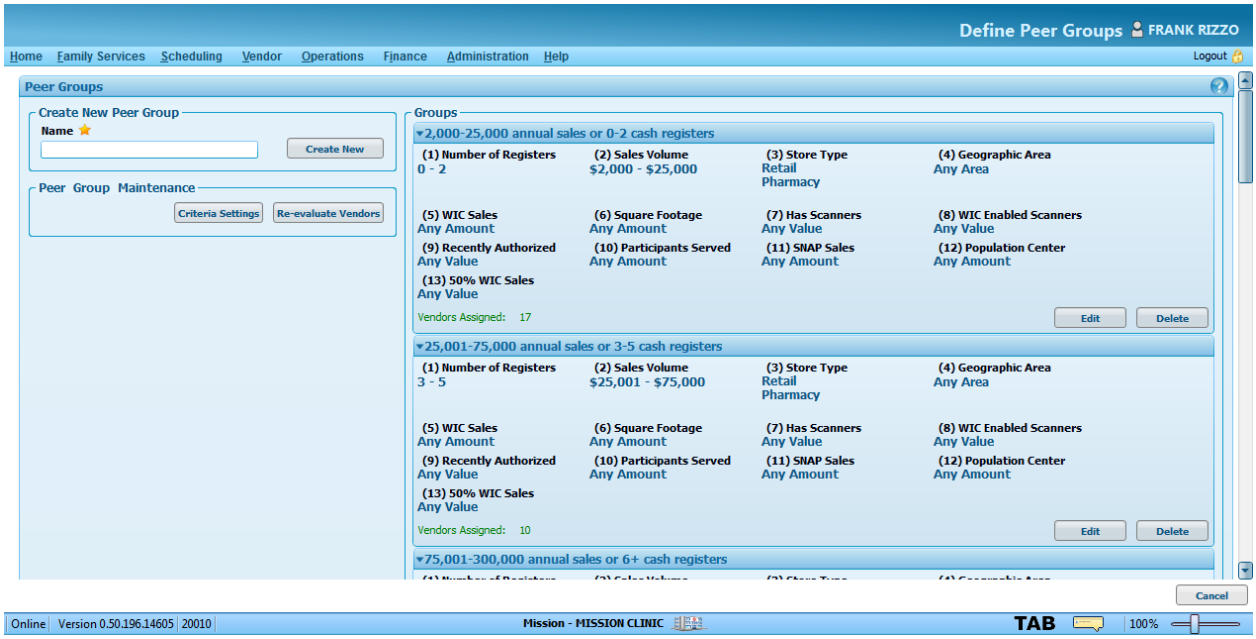
In some cases, it may be necessary to select (or unselect) a criterion check box before values can be entered.

5. Click **Save**. A status message displays indicating success. You are returned to the **Define Peer Groups** screen and the newly added peer group is displayed under **Groups**.

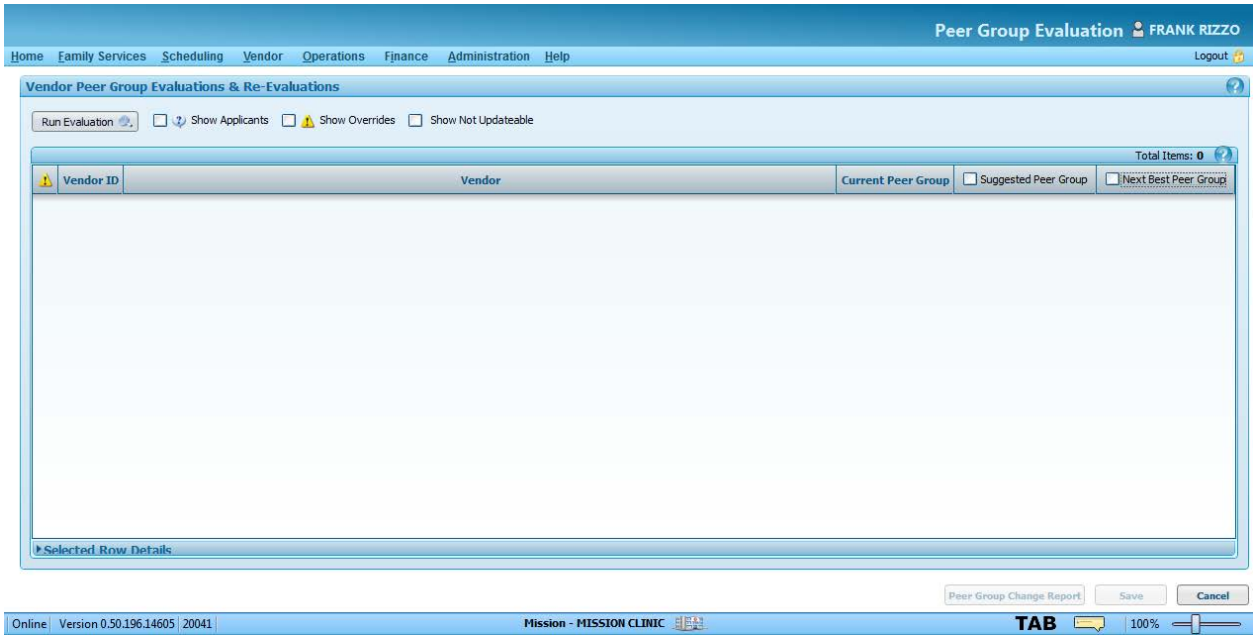
Task C. Re-Evaluating Vendors

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Setup → Define Peer Groups**. The **Define Peer Groups** screen displays.



2. Click **Re-evaluate Vendors**. The **Peer Group Evaluation** screen displays.



This screen allows users to conduct vendor peer group evaluations and re-evaluations. For details on this process, refer to the Analyze Peer Groups scenario on page 7-10.

Congratulations!

You have successfully completed the **Define Peer Groups** process.

Define Geographic Areas

This scenario explains the process of defining geographic areas. Vendors are placed into the defined geographic areas based on the ZIP code in which they operate.

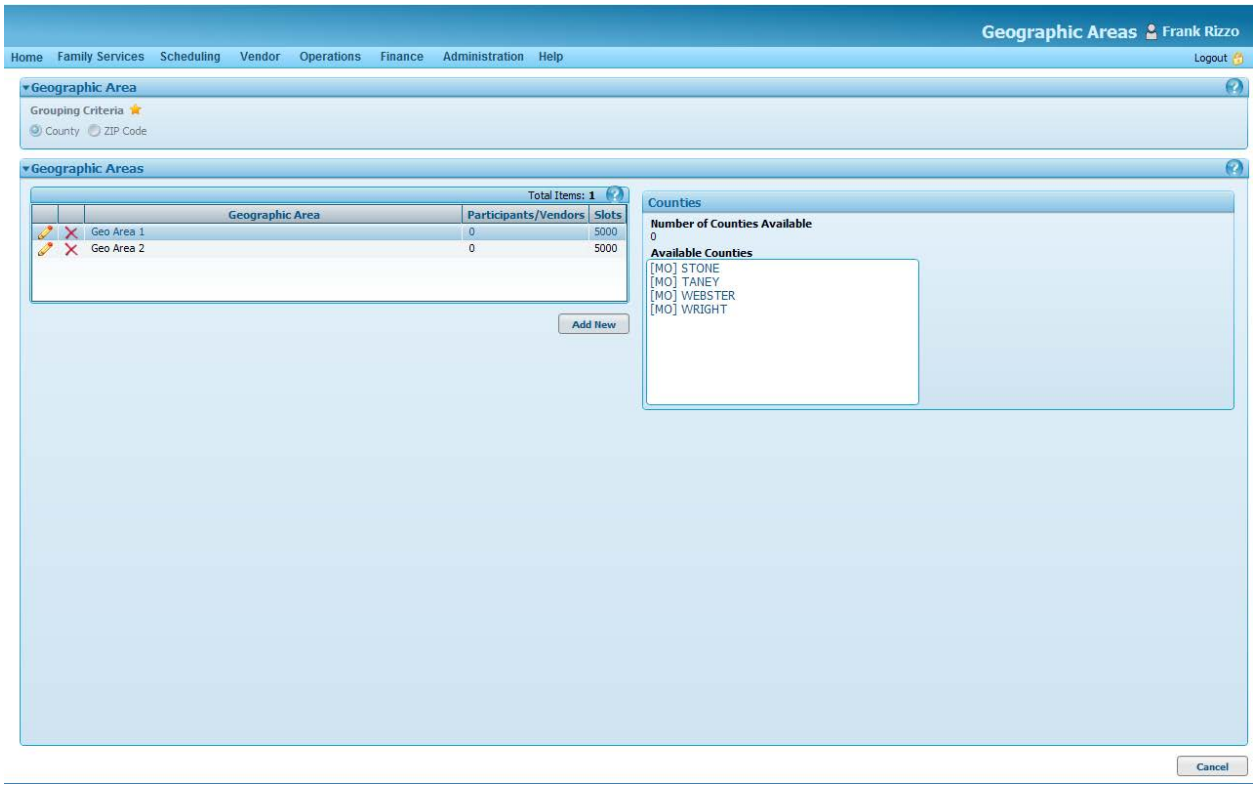
This process includes the following task(s):

Task A. Adding a Geographic Area 11-10

Task A. Adding a Geographic Area

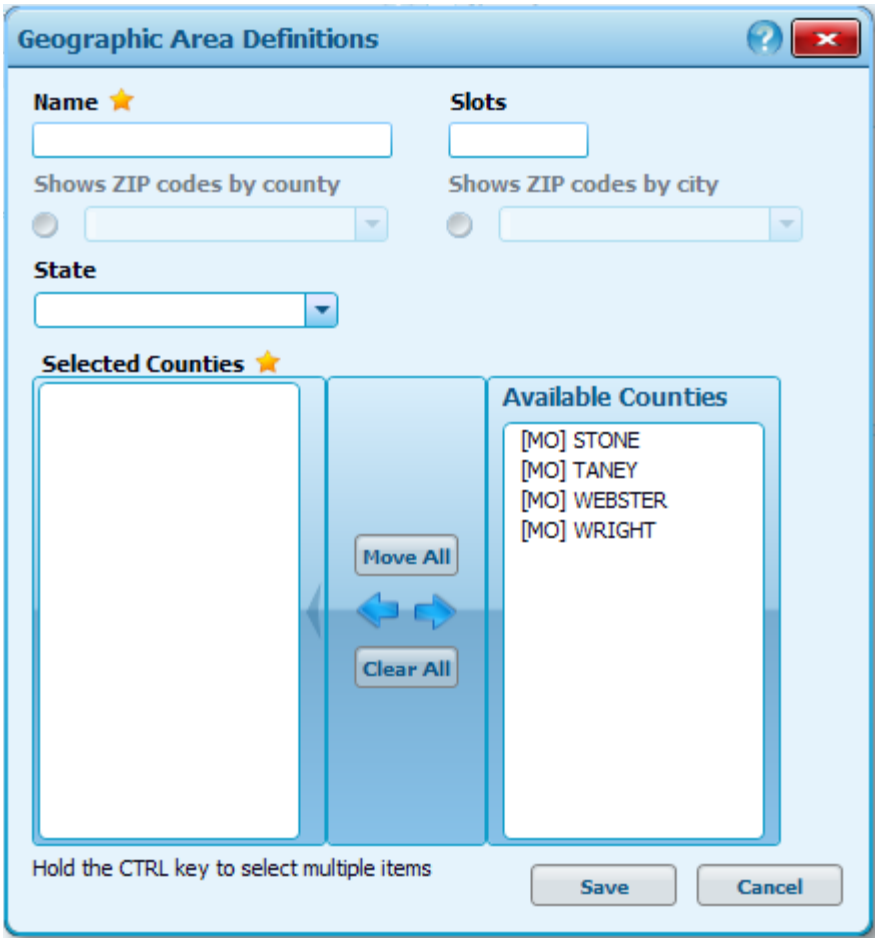
Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Setup → Define Geographic Areas**. The **Geographic Areas** screen displays.

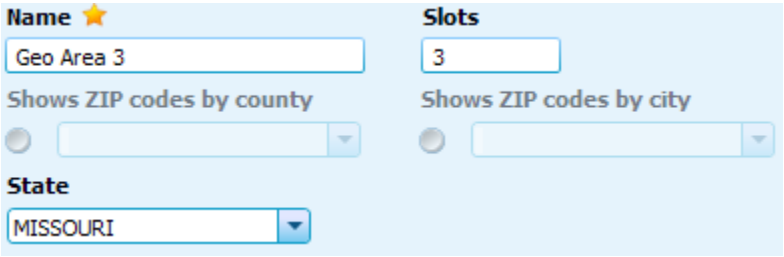


Geographic areas can be defined by a grouping of counties or a grouping of ZIP codes. This is accomplished by selecting the appropriate grouping criteria. Once this selection is made, it is not possible to change the geographic area grouping criteria.

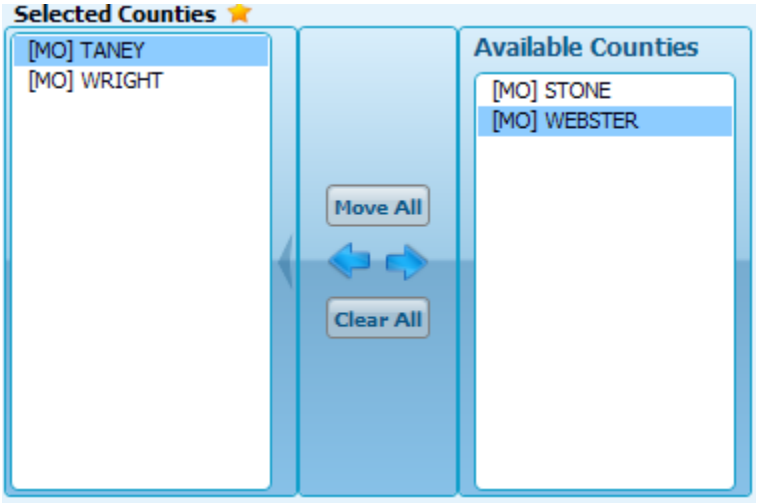
2. Click **Add New**. The **Geographic Area Definitions** screen displays.



3. Enter a geographic area **Name**.
4. Enter the maximum number of ZIP codes that can be associated to this geographic region in **Slots**.
5. Enter or select the **State**.

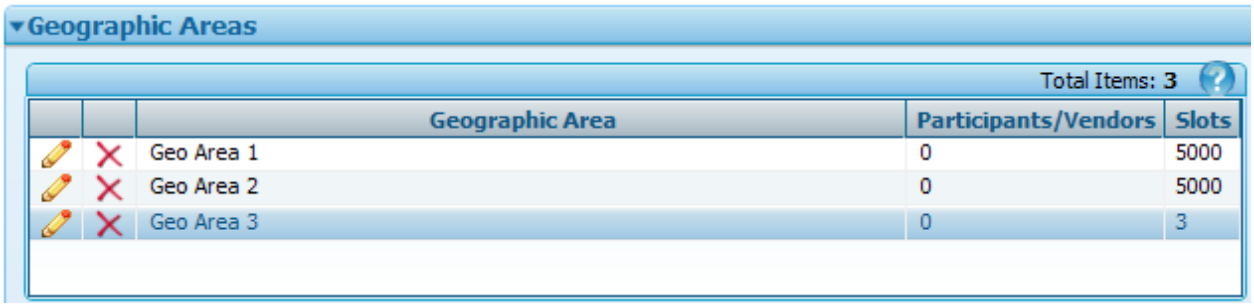


6. Select options from the **Available Counties** list box to associate to this geographic area.
7. Click the **Left Arrow** button ( ) to move your selections from the **Available Counties** list box to the **Selected Counties** list box.



Click Move All to move all selections from the Available Counties list box to the Selected Counties list box. Click Clear All to move all selections from the Selected Counties list box back to the Available Counties list box.

8. Click **Save**. A status message displays indicating success. You are returned to the **Geographic Areas** screen and the screen is updated to display the newly added geographic area.



To edit an existing Geographic Area, click the Edit button ( ).The Geographic Area Definitions screen displays. Edit the information on the screen as needed and click Save.

To delete a Geographic Area, click the Delete button ( ).

Congratulations!

You have successfully completed the **Define Geographic Areas** process.

Define Food Baskets

This scenario explains the process of defining food baskets. A food basket consists of a user-selected collection of food items. The purpose of the food basket is to compare the cost savings (or deficits) that is incurred as a result of buying the same basket of food items at one vendor compared to that of another vendor (or set of vendors).

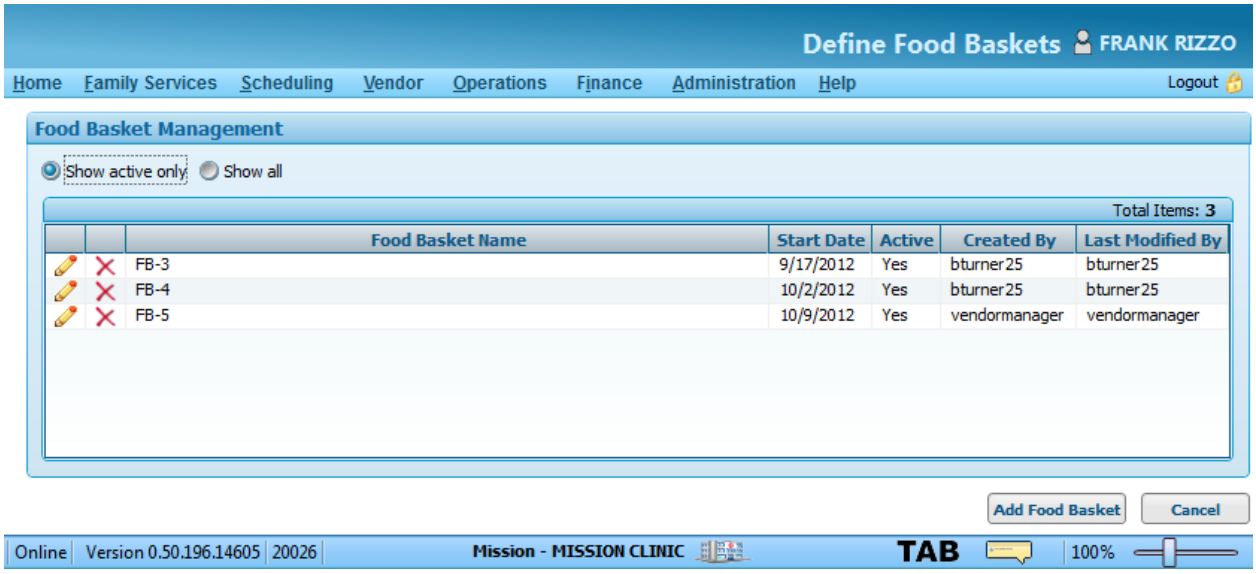
This process includes the following task(s):

Task A. Defining a Food Basket 11-14

Task A. Defining a Food Basket

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Setup → Define Food Baskets**. The **Define Food Baskets** screen displays.



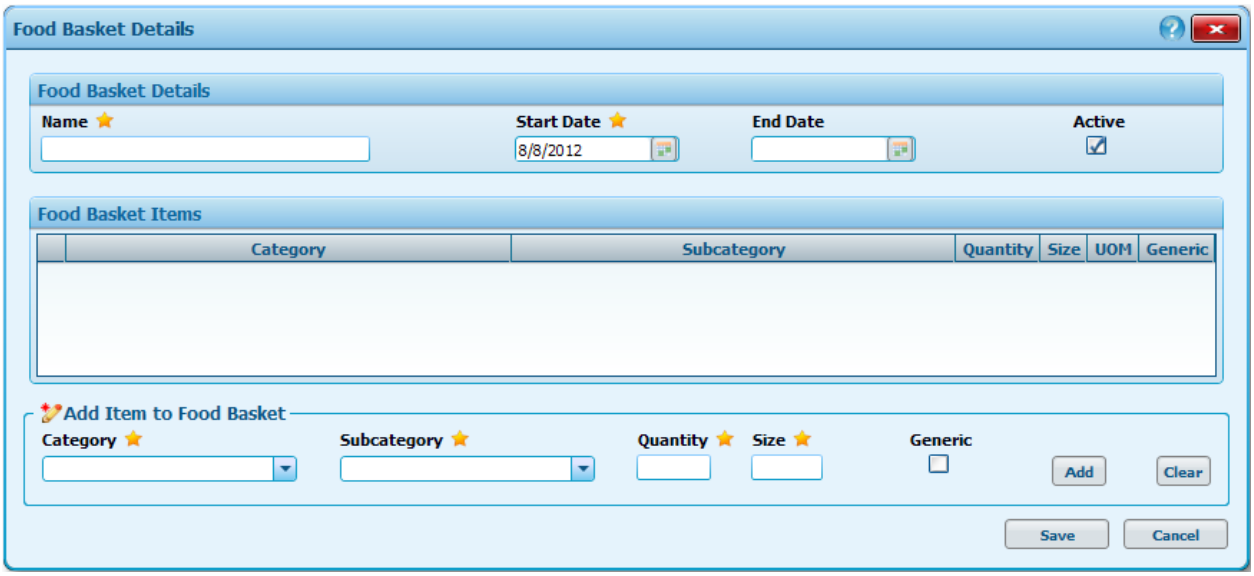
Upon initial display of the screen, the Food Basket Management grid displays a list of active food baskets.

Select Show All to view the list of both active and inactive food baskets.

To edit an existing Food Basket, click the Edit button ( ). The Food Basket Details screen displays. Edit the information on the screen as needed and click Save.

To delete a Food Basket, click the Delete button ( ).

2. Click **Add Food Basket**. The **Food Basket Details** screen displays.



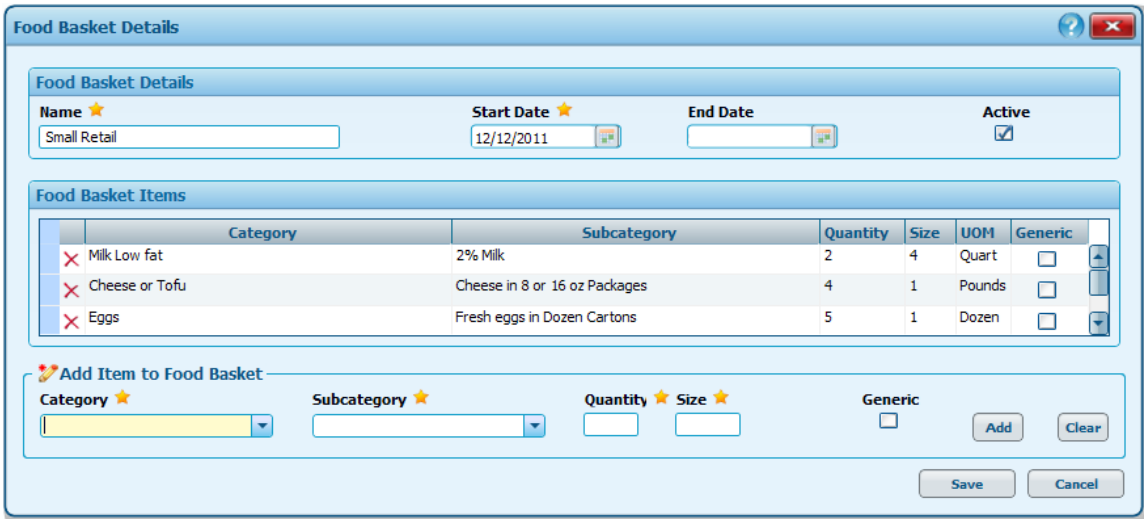
3. Enter a food basket **Name**.

	Each food basket must have a unique name.

4. Review and/or modify the **Start Date** of the food basket, if necessary.

	The Start Date defaults to the current system date.

5. Enter or select the **End Date** of the food basket.
6. Select or deselect the **Active** check box to indicate the status of the food basket you are adding (active or inactive).
7. Within the **Add Item to Food Basket** group box, do the following:
   - Select a **Category**.
   - Select a **Subcategory**.
   - Enter a **Quantity** for the selected item.
   - Enter the **Size** of the selected item.
   - Select **Generic**, if applicable, to indicate that only items marked generic are to be used during price survey analysis.
   - Click **Add**. The screen refreshes and the **Food Basket Items** grid displays the newly added food item.



Repeat this step as necessary to define a collection of food items.

8. Click **Save**. A status message displays indicating success and you are returned to the **Define Food Baskets** screen.

Congratulations!

You have successfully completed the **Define Food Baskets** process.

Define Violations

This scenario explains the process of defining federal and state violation definitions. Violations can be assessed following the completion of actions such as monitoring visits, inventory audits, and compliance buy investigations.

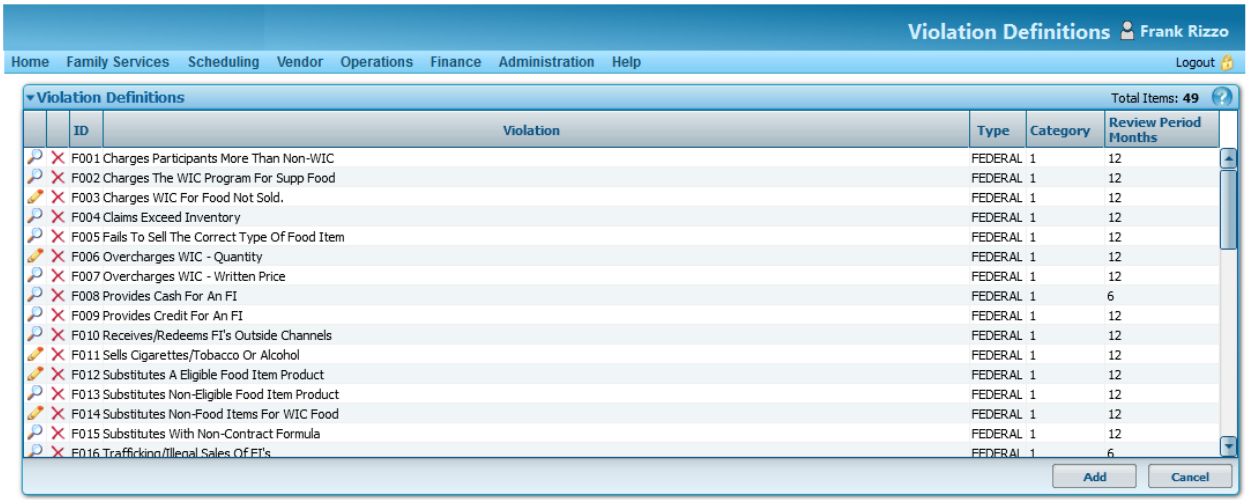
This process includes the following task(s):

Task A. Defining Federal and/or State Violation Definitions..... 11-18

Task A. Defining Federal and/or State Violation Definitions

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Setup → Define Violations**. The **Violation Definitions** screen displays.


Violation Definitions
Frank Rizzo
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Violation Definitions
Total Items: 49
ID
Violation
Type
Category
Review Period Months
F001 Charges Participants More Than Non-WIC FEDERAL 1 12
F002 Charges The WIC Program For Supp Food FEDERAL 1 12
F003 Charges WIC For Food Not Sold. FEDERAL 1 12
F004 Claims Exceed Inventory FEDERAL 1 12
F005 Fails To Sell The Correct Type Of Food Item FEDERAL 1 12
F006 Overcharges WIC - Quantity FEDERAL 1 12
F007 Overcharges WIC - Written Price FEDERAL 1 12
F008 Provides Cash For An FI FEDERAL 1 6
F009 Provides Credit For An FI FEDERAL 1 12
F010 Receives/Redeems FI's Outside Channels FEDERAL 1 12
F011 Sells Cigarettes/Tobacco Or Alcohol FEDERAL 1 12
F012 Substitutes A Eligible Food Item Product FEDERAL 1 12
F013 Substitutes Non-Eligible Food Item Product FEDERAL 1 12
F014 Substitutes Non-Food Items For WIC Food FEDERAL 1 12
F015 Substitutes With Non-Contract Formula FEDERAL 1 12
F016 Trafficking/Illegal Sales Of FI's FEDERAL 1 6
Add
Cancel

Upon display of the screen, the Violation Definitions grid displays the current list of Federal and State violation definitions.

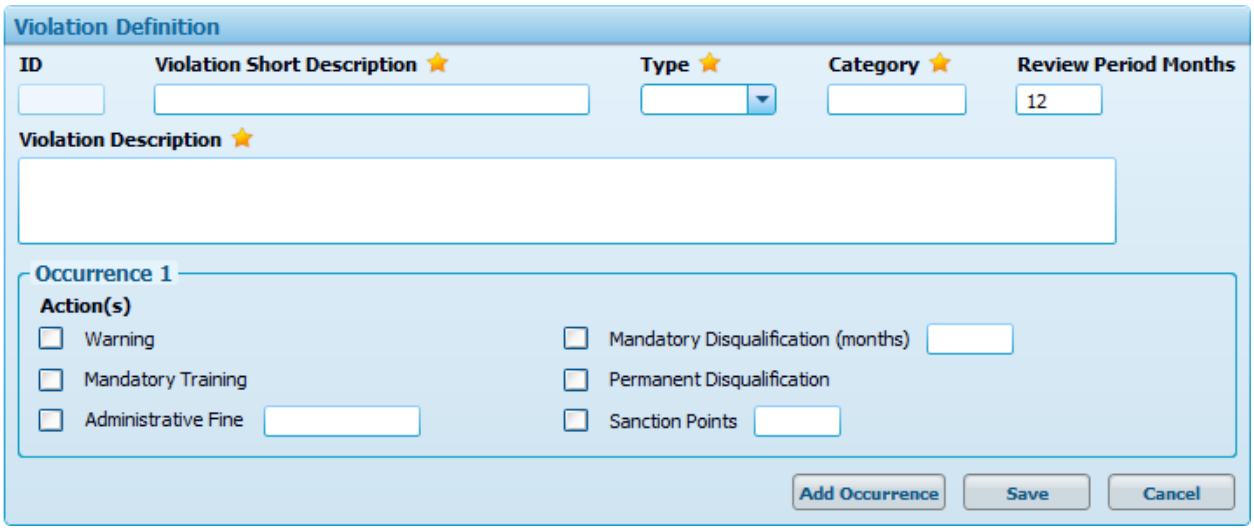
Violation definitions are grouped together by Type (Federal or State).

Click the View button ( ) to display the Violation Definition Detail screen (in view mode).

Click the Edit button ( ) to display the Violation Definition Detail screen (in edit mode).

Click the Delete button ( ) to delete a violation definition from the grid.

2. Click **Add**. The **Violation Definition** screen displays.



3. Enter a **Violation Short Description**.
4. Enter or select a violation **Type**.
5. Enter a violation **Category**.
6. Enter the **Review Period in Months**.
7. Enter the **Violation Description**.

Use the Violation Description field to include more detailed information than the Violation Short Description.

8. Within the **Occurrence 1** group box, select the action(s) that apply.

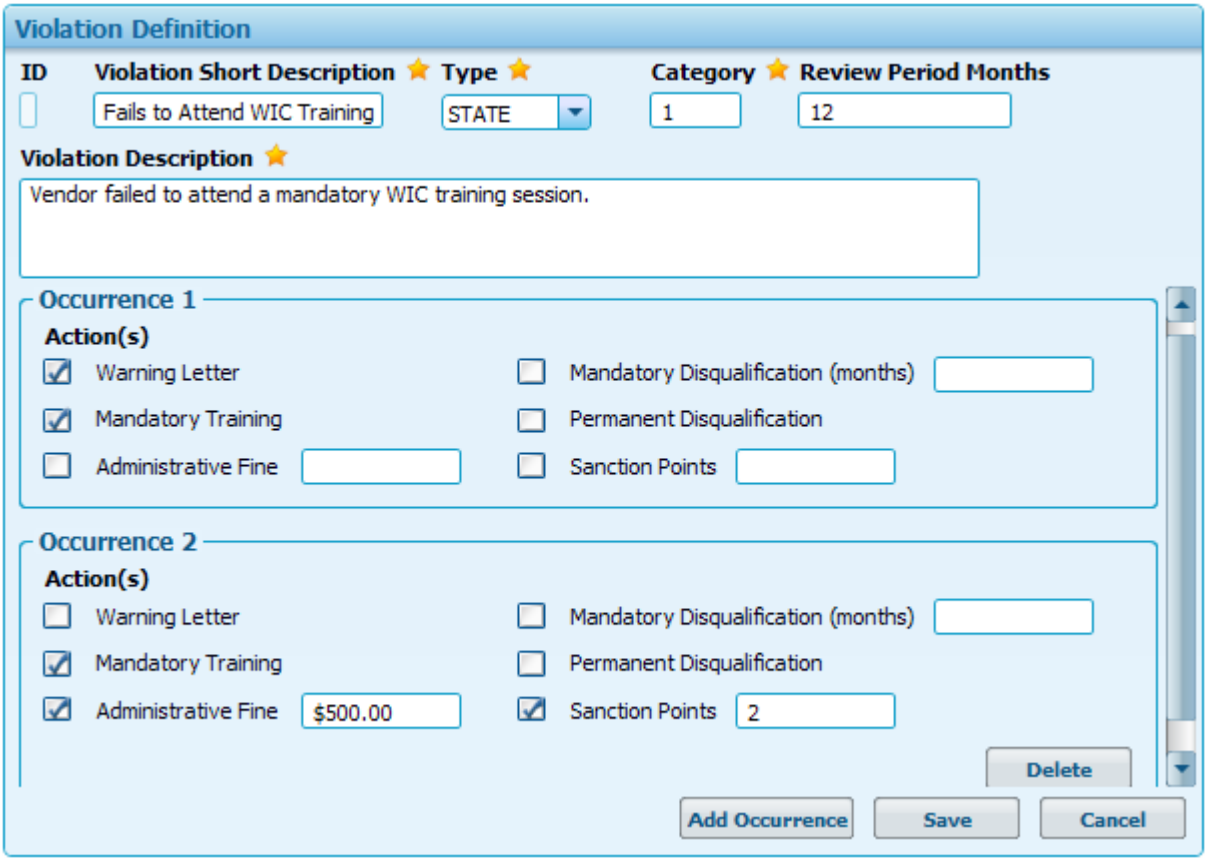
If Administrative Fine is selected, enter the amount to be assessed in the associated box.

If Mandatory Disqualification (months) is selected, the group box is expanded and displays an Allow CMP option. Enter the number of disqualification months in the associated box and check or uncheck the Allow CMP option as necessary.

After a violation is defined as a mandatory disqualification, WIC staff may not override it.

If Sanction Points is selected, enter the number of sanction points to be assessed to the vendor. Sanction Points are optional and can be configured by the state.

9. Click **Add Occurrence** if necessary. The **Violation Definition** screen is expanded and displays an **Occurrence 2** group box.
    - Complete the **Occurrence 2** group box as necessary.



Add additional occurrences until all necessary occurrences have been added.

Click Delete to remove an additional occurrence, as needed.

10. Click **Save**. A status message displays indicating success. You are returned to the **Violations Definitions** screen and the **Violations Definitions** grid is updated.

To close the Violation Definition screen without saving changes, click the Cancel button. A message displays saying that changes will be lost and that the previous page will be displayed.

The system automatically assigns an ID number to the violation definition once the screen is processed and the newly added entry is added to the bottom of the Federal or State list (depending on the Type selected).

Congratulations!

You have successfully completed the **Define Violations** process.

Define Minimum Inventory

This scenario explains the process of defining minimum inventory definitions for food categories and Subcategories by peer group. The values entered for each category and subcategories are meant to represent the minimum levels of inventory vendors are expected to meet. Defining a food item as a minimum inventory item requires that a price is gathered for the item when price surveys are completed and the defined inventory limit is used for comparison purposes during inventory audits.

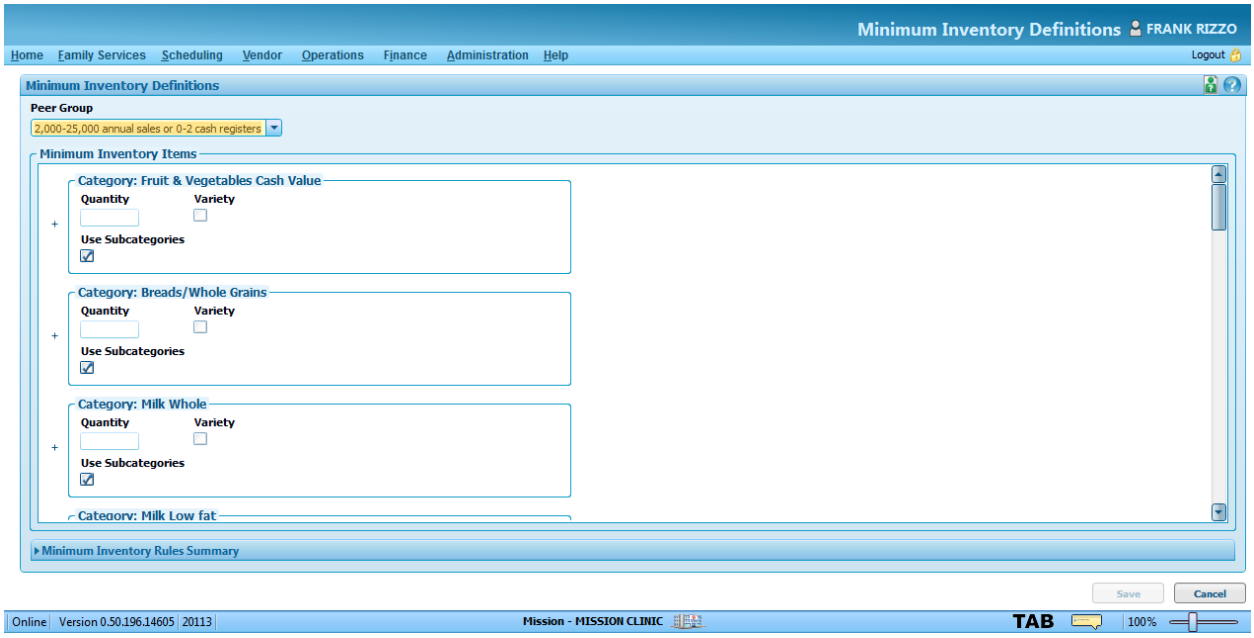
This process includes the following task(s):

Task A. Defining Minimum Inventory 11-22

Task A. Defining Minimum Inventory

Complete the following steps to perform this task:

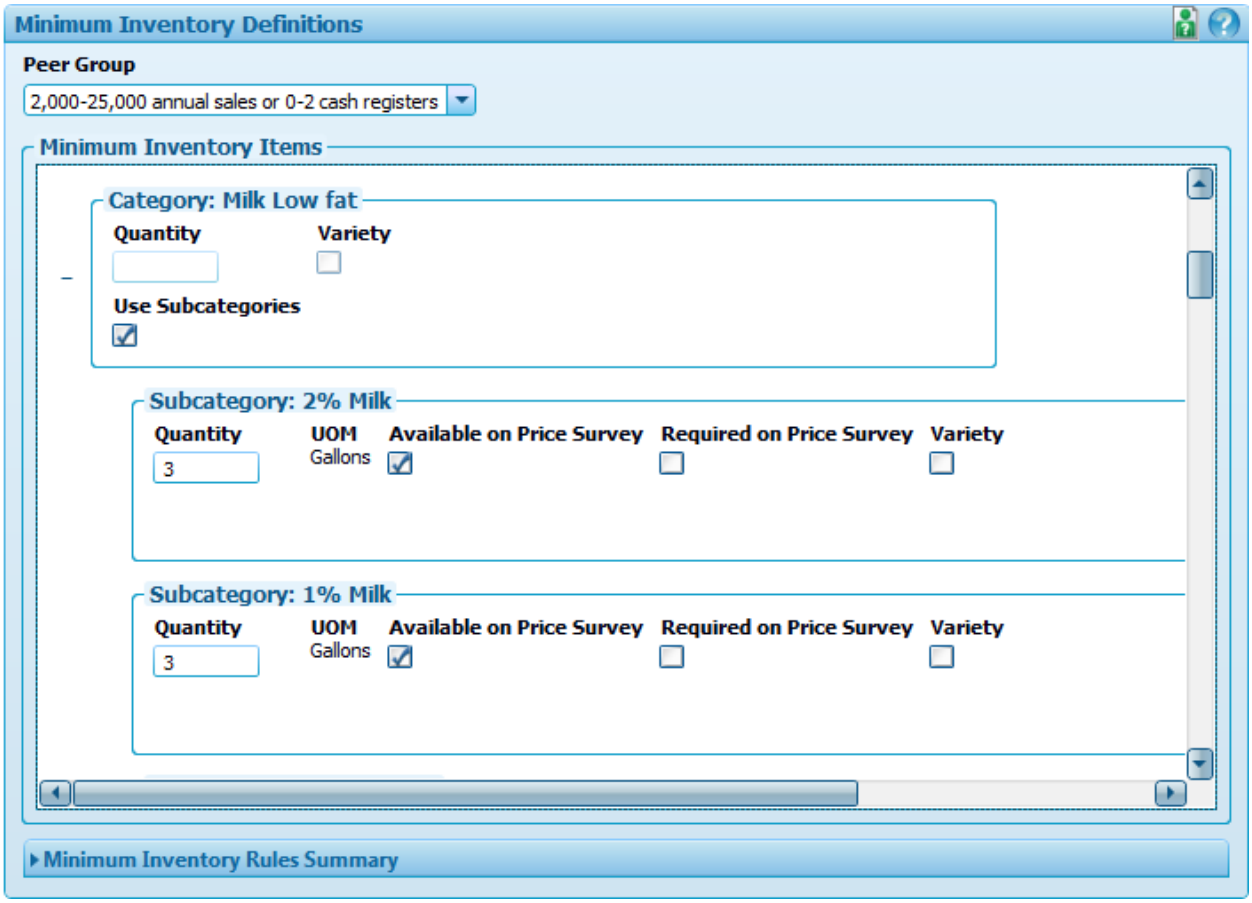
1. From the **Home** screen, go to **Vendor → Setup → Define Minimum Inventory**. The **Minimum Inventory Definitions** screen displays.



2. Select a **Peer Group**. The screen refreshes.

Under Minimum Inventory Items, a number of food categories are listed. Within each food category are subcategories of items that can be defined.

3. Expand the tree view by clicking the plus sign (⊞) next to the desired food category. The tree view of the selected food category is expanded and displays one or more food subcategories.

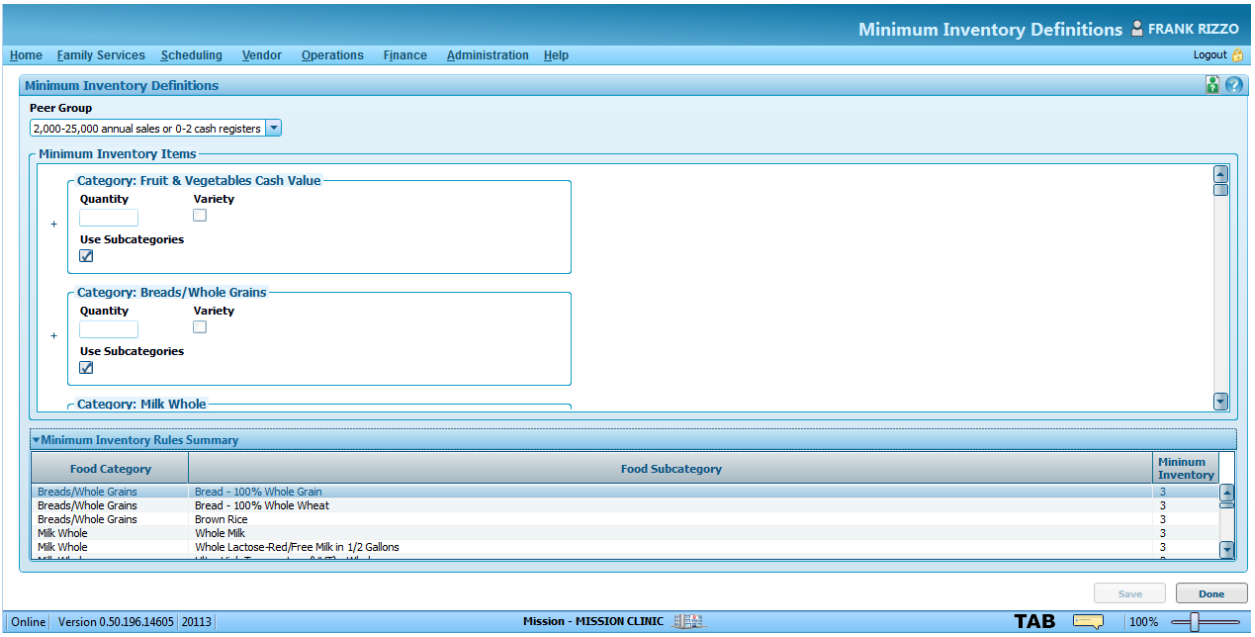


The Quantity, Available on Price Survey, and Variety fields for each category are only editable if the Use Subcategories box is checked. The Required on Price Survey field is always editable, regardless of whether the Use Subcategories check box is selected.

4. Enter a **Quantity** for each subcategory item that requires a minimum level of inventory.
5. Check **Available on Price Survey** if the subcategory item is available on price surveys.
6. Check **Required on Price Survey** if the subcategory item is required on price surveys.
7. Check **Variety** if a variety of foods contribute to the required minimum inventory level of the selected food subcategory. For example, a food subcategory named "Cereal (Adult) – All Authorized" will likely have many cereal options (bran flakes, corn flakes, etc) contributing to the overall required minimum inventory level.

A Varieties Comment box displays when Variety is checked and enables comments to be added.

8. Expand the **Minimum Inventory Rules Summary** section to display a summary of your entries under **Minimum Inventory Items**.



The Minimum Inventory Rules Summary grid displays the Food Category, Food Subcategory, and Minimum Inventory quantity for all items in the selected peer group.

9. Click **Save**. A status message displays indicating success.

Congratulations!

You have successfully completed the **Define Minimum Inventory** process.

Manage Communication Templates

This scenario explains the process of managing vendor communication templates for use in sending vendor notifications.

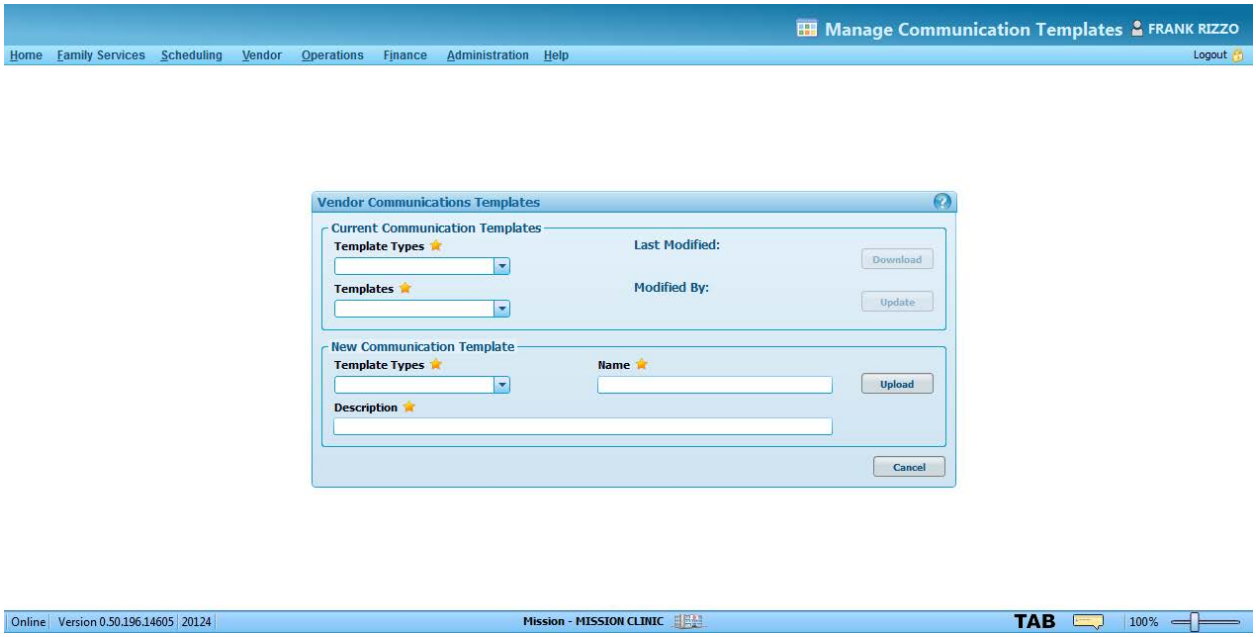
This process includes the following task(s):

Task A. Managing Existing Communication Templates 11-26
Task B. Uploading New Communication Templates 11-28

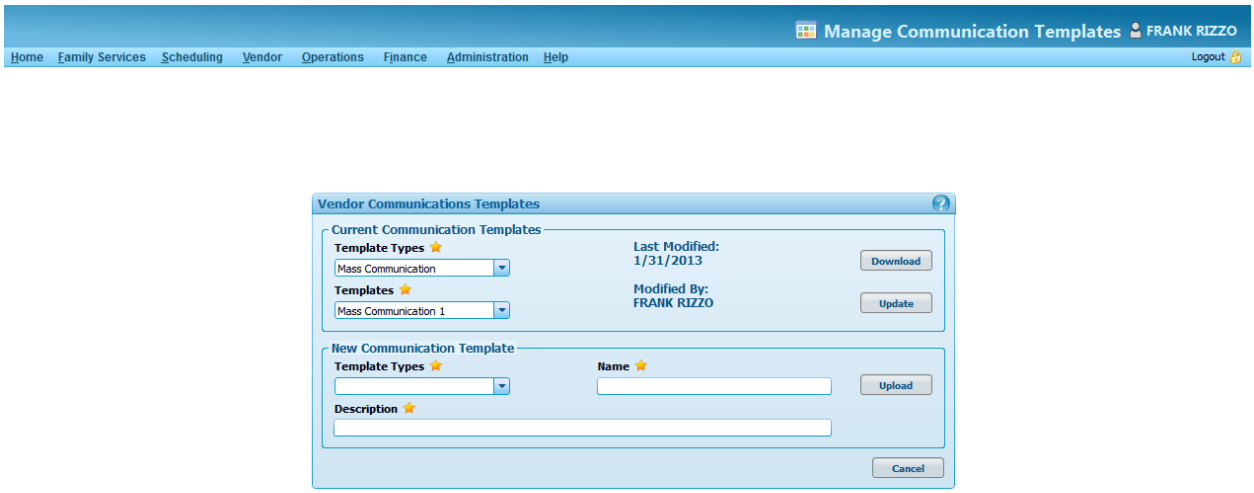
Task A. Managing Existing Communication Templates

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Setup → Manage Communication Templates**. The **Manage Communication Templates** screen displays.



2. Under **Current Communication Templates**, select from the **Template Types** drop-down list.
3. Select from the **Templates** drop-down list. The screen refreshes and displays the **Last Modified** date and **Modified By** user name for the selected template.
4. Click **Download** to download a copy of the selected template. A standard Windows **Download Template** screen displays. Select a file location and click **Save**. A status message displays.
5. Click **Update** to update the selected template. A standard Windows **Update Template** screen displays. Select a file location and click **Open**. A status message displays and the **Last Modified** and **Modified By** fields on the **Manage Communication Templates** screen are updated.

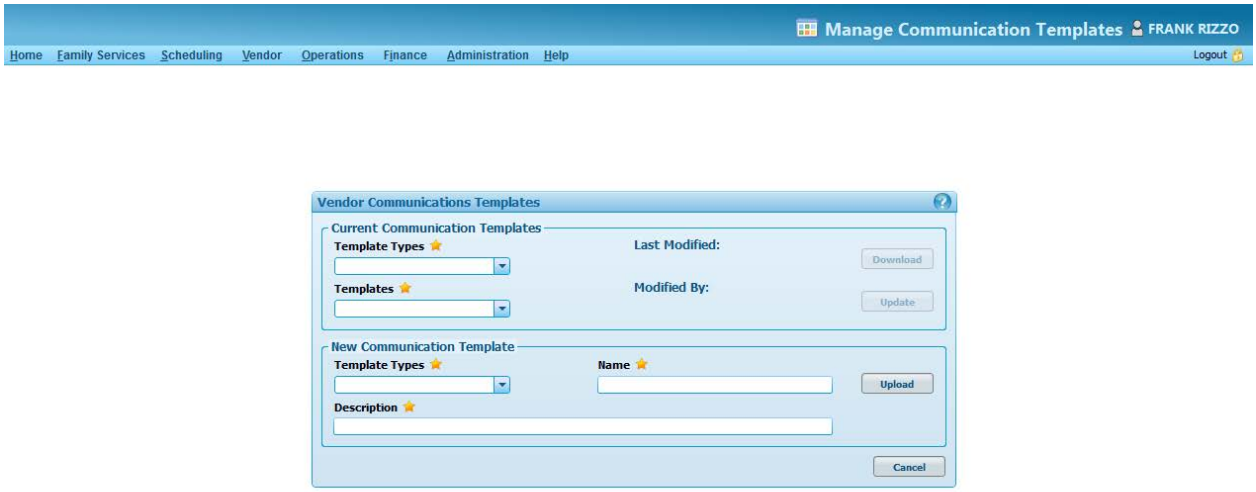


Communication templates are used on the Vendor Notifications screen to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Task B. Uploading New Communication Templates

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Setup → Manage Communication Templates**. The **Manage Communication Templates** screen displays.



2. Under **New Communication Template**, select from the **Template Types** drop-down list.
3. Enter a **Name**.
4. Enter a **Description**.
5. Click **Upload**. A standard Windows **Upload New Template** screen displays. Select a file location, enter a **File name**, and click **Open**. A status message displays.

Communication templates are used on the Vendor Notifications screen to email or print notifications as needed. Refer to the Notifications scenario on page 5-1 for details.

Congratulations!

You have successfully completed the **Manage Communication Templates** process.

12- REPORTING

Manage TIP Report

The application enables WIC staff to generate a TIP (The Integrity Profile) report for a given fiscal year and export it for submission.

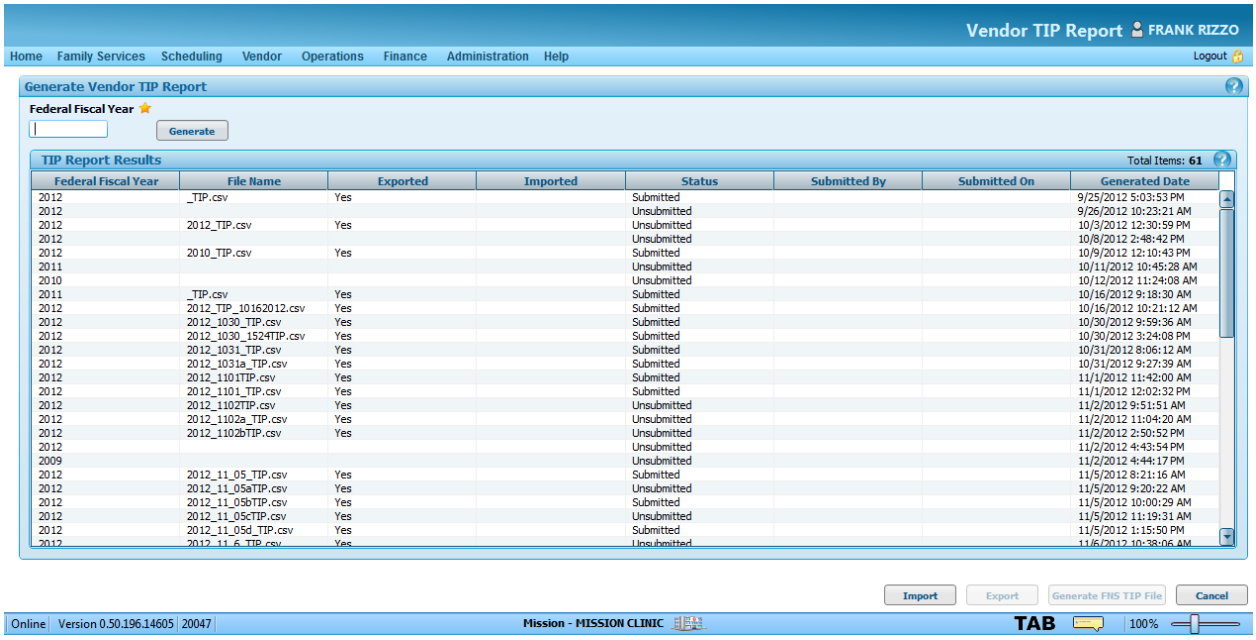
This process includes the following task(s):

Task A. Generating a TIP Report 12-2
Task B. Uploading or Downloading a TIP Report 12-3
Task C. Submitting the TIP Report to Food and Nutrition Service (FNS) 12-5

Task A. Generating a TIP Report

Complete the following steps to perform this task:

1. From the **Home** screen, go to **Vendor → Reporting → Manage TIP Report**. The **Vendor TIP Report** screen displays.

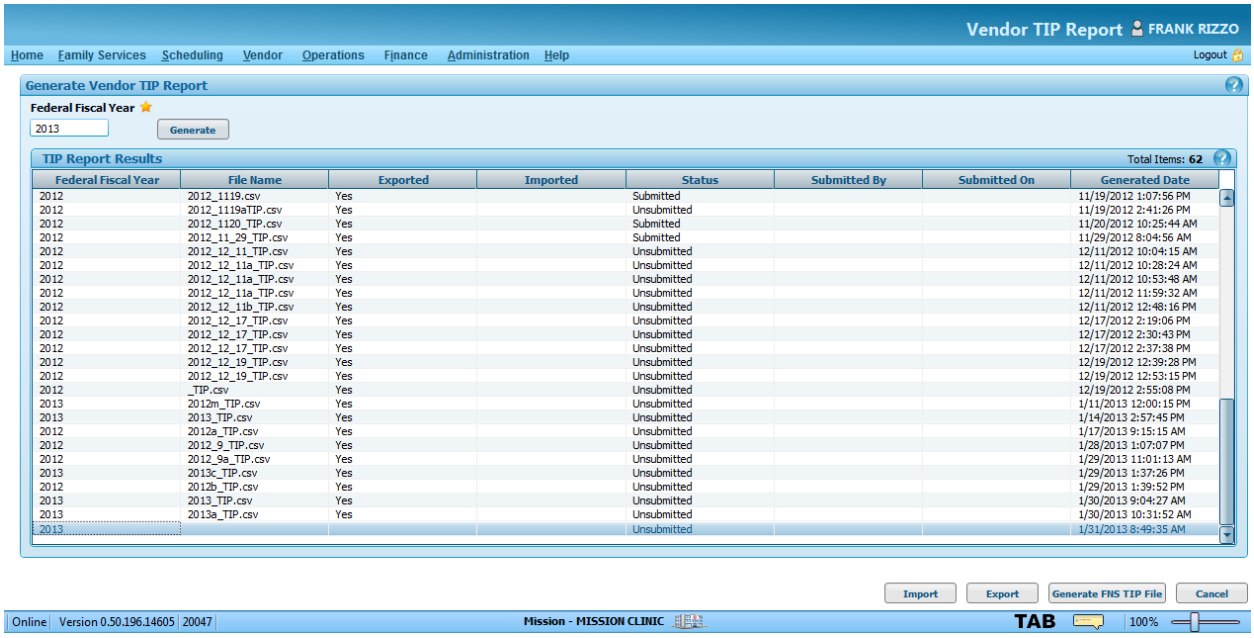

Vendor TIP Report
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Generate Vendor TIP Report
Federal Fiscal Year
Generate
TIP Report Results
Total Items: 61
Federal Fiscal Year | File Name | Exported | Imported | Status | Submitted By | Submitted On | Generated Date
2012 | _TIP.csv | Yes | | Submitted | | | 9/25/2012 5:03:53 PM
2012 | | | | Unsubmitted | | | 9/26/2012 10:23:21 AM
2012 | 2012_TIP.csv | Yes | | Unsubmitted | | | 10/3/2012 12:30:59 PM
2012 | | | | Unsubmitted | | | 10/8/2012 2:48:42 PM
2012 | 2010_TIP.csv | Yes | | Submitted | | | 10/9/2012 12:10:43 PM
2011 | | | | Unsubmitted | | | 10/11/2012 10:45:28 AM
2010 | | | | Unsubmitted | | | 10/12/2012 11:24:08 AM
2011 | _TIP.csv | Yes | | Submitted | | | 10/16/2012 9:18:30 AM
2012 | 2012_TIP_10162012.csv | Yes | | Submitted | | | 10/16/2012 10:21:12 AM
2012 | 2012_1030_TIP.csv | Yes | | Submitted | | | 10/30/2012 9:59:36 AM
2012 | 2012_1030_1524TIP.csv | Yes | | Submitted | | | 10/30/2012 3:24:08 PM
2012 | 2012_1031_TIP.csv | Yes | | Submitted | | | 10/31/2012 8:06:12 AM
2012 | 2012_1031a_TIP.csv | Yes | | Submitted | | | 10/31/2012 9:27:39 AM
2012 | 2012_1101TIP.csv | Yes | | Submitted | | | 11/1/2012 11:42:00 AM
2012 | 2012_1101_TIP.csv | Yes | | Submitted | | | 11/1/2012 12:02:32 PM
2012 | 2012_1102TIP.csv | Yes | | Unsubmitted | | | 11/2/2012 9:51:51 AM
2012 | 2012_1102a_TIP.csv | Yes | | Unsubmitted | | | 11/2/2012 11:04:20 AM
2012 | 2012_1102bTIP.csv | Yes | | Unsubmitted | | | 11/2/2012 2:50:52 PM
2012 | | | | Unsubmitted | | | 11/2/2012 4:43:54 PM
2009 | | | | Unsubmitted | | | 11/2/2012 4:44:17 PM
2012 | 2012_11_05_TIP.csv | Yes | | Submitted | | | 11/5/2012 8:21:16 AM
2012 | 2012_11_05aTIP.csv | Yes | | Unsubmitted | | | 11/5/2012 9:20:22 AM
2012 | 2012_11_05bTIP.csv | Yes | | Submitted | | | 11/5/2012 10:00:29 AM
2012 | 2012_11_05cTIP.csv | Yes | | Unsubmitted | | | 11/5/2012 11:19:31 AM
2012 | 2012_11_05d_TIP.csv | Yes | | Submitted | | | 11/5/2012 1:15:50 PM
Import
Export
Generate FNS TIP File
Cancel
Online
Version 0.50.196.14605
20047
Mission - MISSION CLINIC
TAB
100%

2. Enter the **Fiscal Year**.
3. Click **Generate**. The screen refreshes and displays the new fiscal year in the **TIP Report Results** grid. The **Generated Date** will reflect the current system date and time.

Task B. Uploading or Downloading a TIP Report

Complete the following steps to perform this task:

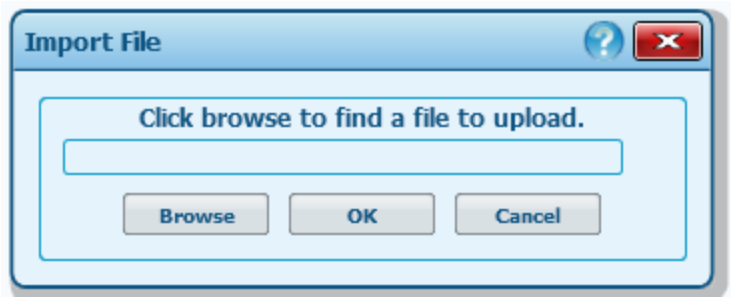
1. While still on the **Vendor TIP Report** screen, select the row of the report generated by clicking on the row.



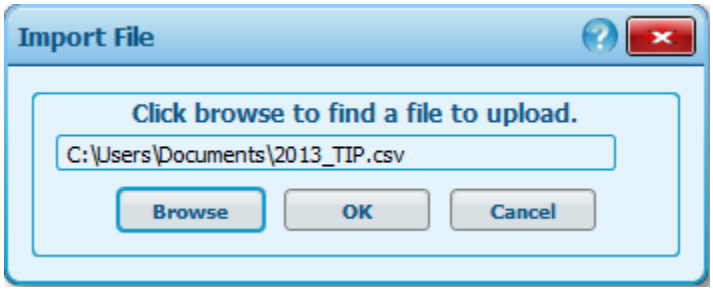
2. Click **Export**. A standard Windows **Create File** screen displays with a default name in the **File Name** field.
3. Navigate to the correct directory.
4. Click **Save**. The file is saved as a .csv file (a Microsoft Excel file).

After exporting the file, the filename is listed in the TIP Report Results grid and the Exported column is marked Yes. The file is now available for state WIC staff for analysis and modifying as needed using Excel.

5. After analysis and modification, import the file back into the application by clicking **Import**. The **Import File** screen displays.



6. Click **Browse**. A standard Windows **Open** screen displays.
7. Select the TIP report file and click **Open**. The **Import File** screen displays the name of the file selected.

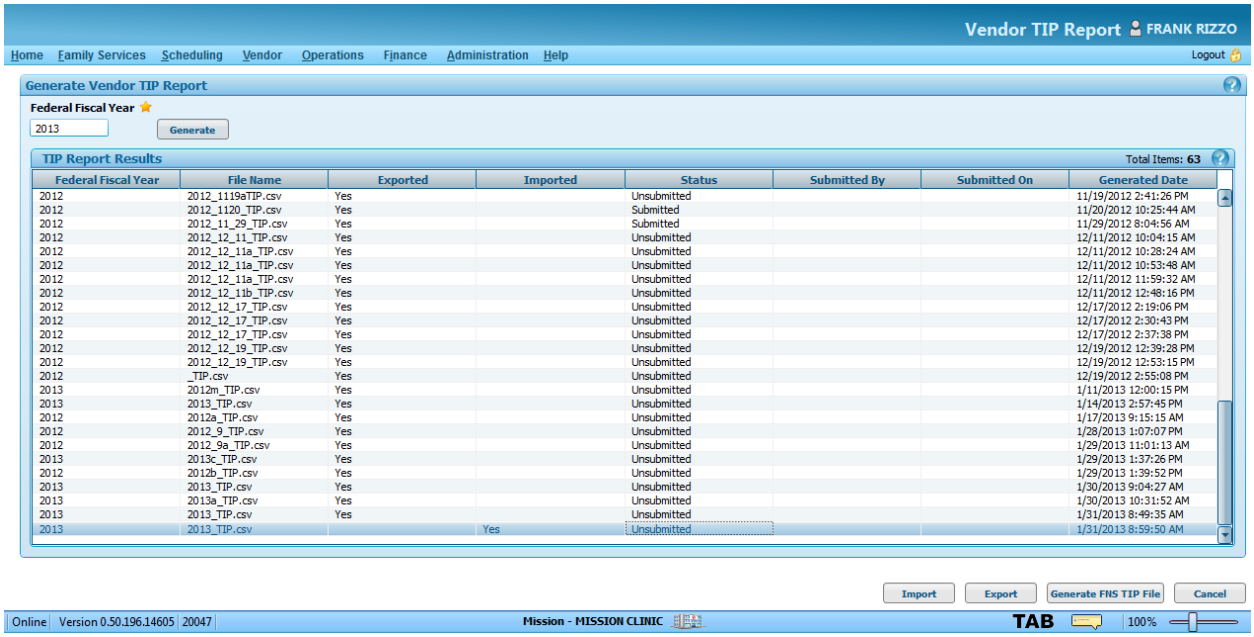


8. Click **OK**. After import, a new line on the **TIP Report Results** grid shows the file with the **Imported** status as "Yes".

Task C. Submitting the TIP Report to Food and Nutrition Service (FNS)

Complete the following steps to perform this task:

1. While still on the **Vendor TIP Report** screen, select the file to be submitted by clicking on the row in the **TIP Report Results** grid.


Vendor TIP Report
FRANK RIZZO
Home
Family Services
Scheduling
Vendor
Operations
Finance
Administration
Help
Logout
Generate Vendor TIP Report
Federal Fiscal Year
2013
Generate
TIP Report Results
Total Items: 63
Federal Fiscal Year | File Name | Exported | Imported | Status | Submitted By | Submitted On | Generated Date
2012 | 2012_1119aTIP.csv | Yes | | Unsubmitted | | | 11/19/2012 2:41:26 PM
2012 | 2012_1120_TIP.csv | Yes | | Submitted | | | 11/20/2012 10:25:44 AM
2012 | 2012_11_29_TIP.csv | Yes | | Submitted | | | 11/29/2012 8:04:56 AM
2012 | 2012_12_11_TIP.csv | Yes | | Unsubmitted | | | 12/11/2012 10:04:15 AM
2012 | 2012_12_11a_TIP.csv | Yes | | Unsubmitted | | | 12/11/2012 10:28:24 AM
2012 | 2012_12_11a_TIP.csv | Yes | | Unsubmitted | | | 12/11/2012 10:53:48 AM
2012 | 2012_12_11a_TIP.csv | Yes | | Unsubmitted | | | 12/11/2012 11:59:32 AM
2012 | 2012_12_11b_TIP.csv | Yes | | Unsubmitted | | | 12/11/2012 12:48:16 PM
2012 | 2012_12_17_TIP.csv | Yes | | Unsubmitted | | | 12/17/2012 2:19:06 PM
2012 | 2012_12_17_TIP.csv | Yes | | Unsubmitted | | | 12/17/2012 2:30:43 PM
2012 | 2012_12_17_TIP.csv | Yes | | Unsubmitted | | | 12/17/2012 2:37:38 PM
2012 | 2012_12_19_TIP.csv | Yes | | Unsubmitted | | | 12/19/2012 12:39:28 PM
2012 | 2012_12_19_TIP.csv | Yes | | Unsubmitted | | | 12/19/2012 12:53:15 PM
2012 | _TIP.csv | Yes | | Unsubmitted | | | 12/19/2012 2:55:08 PM
2013 | 2012m_TIP.csv | Yes | | Unsubmitted | | | 1/11/2013 12:00:15 PM
2013 | 2013_TIP.csv | Yes | | Unsubmitted | | | 1/14/2013 2:57:45 PM
2012 | 2012a_TIP.csv | Yes | | Unsubmitted | | | 1/17/2013 9:15:15 AM
2012 | 2012_9_TIP.csv | Yes | | Unsubmitted | | | 1/28/2013 1:07:07 PM
2012 | 2012_9a_TIP.csv | Yes | | Unsubmitted | | | 1/29/2013 11:01:13 AM
2013 | 2013c_TIP.csv | Yes | | Unsubmitted | | | 1/29/2013 1:37:26 PM
2012 | 2012b_TIP.csv | Yes | | Unsubmitted | | | 1/29/2013 1:39:52 PM
2013 | 2013_TIP.csv | Yes | | Unsubmitted | | | 1/30/2013 9:04:27 AM
2013 | 2013a_TIP.csv | Yes | | Unsubmitted | | | 1/30/2013 10:31:52 AM
2013 | 2013_TIP.csv | Yes | | Unsubmitted | | | 1/31/2013 8:49:35 AM
2013 | 2013_TIP.csv | | Yes | Unsubmitted | | | 1/31/2013 8:59:50 AM
Import
Export
Generate FNS TIP File
Cancel
Online
Version 0.50.196.14605
20047
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2. Click **Generate FNS TIP File**. A standard Windows Create File screen displays. The file is saved as a TXT file.
3. Click **Save**. A success message displays and the **Status** column displays a status of **Submitted**.

Congratulations!

You have successfully completed the **Manage TIP Report** process.

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